

IT Support Specialist IT Support Specialist IT Support Specialist - Teksystems Romulus, MI

Customer focused Helpdesk Analyst with three (3) years of experience in the IT industry. Served as the first point of contact for customers seeking technical assistance over the phone and email. Have the ability to effectively communicate issues while defining problems and providing solutions. His area of expertise includes:

- Performed remote troubleshooting through diagnostic techniques and pertinent questions
- Performed client call back and follow-up to ensure best possible customer support experience
- Used Remedy and ServiceNow for the ticketing system
- Administered desktop, laptop, and hardware inventory control
- Highly effective in building and managing relationships with key decision makers as well as building rapport and cultivating key client relationships through diplomacy and teamwork skills

Epic / Cerner Soarian EMR Support Work Experience IT Support Specialist Teksystems - Southfield, MI 2019 to Present

Worked on End User Device Project for Electronic Medical records software changeover/new launch. Performed data entry of all physical workstations on site as well as various locations. Attended and assisted in the facilitation meetings for Epic software launch. Assisted in updating and validating data within Kronos payroll system software.

IT Support Analyst HTC - Troy, MI 2016 to Present

Performed Active Directory password resets using Microsoft Active Directory, Dell Active Directory and client provided Active Directory

- Used Remedy and ServiceNow for the ticketing system
- Served as the first point of contact for customers seeking technical assistance over the phone or email
- Performed remote troubleshooting through diagnostic techniques and pertinent questions
- Determined the best solution based on the issue and details provided by customers
- Walked the customer through the problem-solving process
- Provided accurate information on IT products or services
- Recorded events and problems and their resolution in logs
- Followed-up and updated customer status and information

Epic / Cerner Soarian EMR Support IT Specialist Mobis North America - Detroit, MI 2015 to 2016

Provided general computer, system and MES support to all functional departments including production area

- Responded to calls for support
- Provided technical support for internal end users related computer/network issues
- Performed Active Directory password resets using Microsoft Active Directory
- Administered desktop, laptop, and

hardware inventory control   Problem-solved hardware issues with fault-tolerant hard drives   Fixed and repaired workstations desktops/laptops as well as removed virus   Re-sequenced automotive parts when robot assistance went down   Rebooted robot devices that assisted with plant operations   Security Administration Starwood 2011 to 2015   Answered multi-line phone, answered questions, forwarded calls, and set up appointments for customers   Prepared daily reports, photocopied, faxed, oversaw site timesheets and kept records of gas mileage charts   Monitored property cameras; motor patrolled property perimeters, foot patrols   Kept daily reports and logs, answered phones, and used radio communications   Checked IDs/property, signing and badging   Secured and monitored sensitive and classified material   Education Computer Science/ Computer forensics DeVry University Skills Database, Microsoft access, Microsoft sql server, Sql server, Sql, Active Directory, Service Desk, Help Desk, Desktop Support

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