

IT Technical Support Specialist I IT Technical Support Specialist I IT Technical Support Specialist I -
Cumberland County Harrisburg, PA IT Technical Support Specialist with 5 years general IT
experience looking for a career opportunity to utilize the skills I have acquired. Work Experience IT
Technical Support Specialist I Cumberland County - Carlisle, PA November 2012 to Present
Deployment and testing of Windows 7 and 8 on new and current computers. Work with customers
who call or submit tickets to resolve the issues at hand. Create and test group policy for new
systems. Create new policy/documentation and edit current policies/documentation. IT Security
Intern March 2012 to November 2012 Research projects security team is working on (New antivirus
solution, encryption solution, incident response policy). Manage our current antivirus solution to
ensure all definitions are up to date. Help deploy new Windows 7 boxes to various departments.
Assist with any miscellaneous projects where needed. Help Desk Analyst Innovative Business
Concepts - Harrisburg, PA August 2011 to March 2012 Use Remedy to create and update help desk
tickets and change requests for various agencies. Answer calls and emails for help desk tickets
and change requests. Write policies regarding the new ticketing system to be used at the help
desk. Mentor Flextronics - Harrisburg, PA February 2011 to August 2011 Train new employees in
POS and troubleshooting. Be acting supervisor if supervisor is not present. Customer Service
Technician September 2009 to February 2011 Troubleshoot cell phones, mobile hotspots/data usb
drives, and netbooks with Verizon service. Sell accessories and enhanced data features.
Educate customers on how to use their device. Technical Skills Networking: Helped troubleshoot
network lines, assisted with punching down and creation of patch cables. Software: Microsoft Office
Suite, Windows, Windows Server, Exchange, Antivirus Management (Sophos and Symantec),
Remedy Mobile: Smartphones, Tablets (RIM, IOS, Android, Palm OS, Windows) Hardware: Repair
and built desktops. Languages: C++ Other: Some Computer Forensics experience Education
Bachelors of Science in Information Technology Central Pennsylvania College - Harrisburg, PA
March 2013 Associate in Technology ITT Technical Institute - Harrisburg, PA March 2011

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