

IT assistant IT assistant IT assistant - Computer Technician Noregon Systems Inc High Point, NC
Work Experience IT assistant Computer Technician Noregon Systems Inc - Greensboro, NC July
2017 to Present employment ? Triage ? Image deployment ? Call Center(worked directly with
customers troubleshooting tickets) ? Device Manager troubleshoot/configuration ? Warehousing ?
Inventory ? Develop/reconstruct instructions ? Create alternative methods to achieve objectives ?
Command line ? Labtech(remote services) ? Troubleshoot/configure laptops and desktops for
customer use in field ? Vehicle diagnosis adapter configuration ? Larson viewer ? Powershell ?
Software Configuration ? Software Licensing/keys ? Server Configuration ? Hardware
troubleshooting(checkdisk) ? Hardware repair ? Active Directory(Permission, s accounts, access,
functions, restrictions) ? Registry(Regedit) ? Windows 10 ? Office 365 (Word, Excel, Power Point,
etc) ? GotoAssist ? Ivanti Management Control ? TCP/ IP-IPv4, IPv6 ? User Account
permission/restrictions ? Dell ? Latitude 5414 ? Inspiron ? Optiplex 910 ? 5404 ? 5420 ? 5530
? 6410 ? 6430 ? 7404 ? Panasonic ? CF-53 ? CF-54 ? CF-51 ? CF-29 ? CF-52 ? BIOS ?
Software deployment ? Test device/hardware functionality to standards ? Test Software and
Network functionality to standards ? 3rd party OEM vendor communication email/phone daily ?
PepsiCo ? Walmart ? Coca-Cola ? Fedex ? Cintas ? Reyes ? Ruan ? PepsiCo Bottling
Ventures ? Mack Volvo ? Allison Transmissions ? GM ? Ford ? International ? Webasto ? Isuzu
? Cummins Inc ? Detroit Diesel ? Eaton ? Mercedes Benz ? Verizon ? Navistar ? 20 PC's
completed /week ? Network configuration ? Network Troubleshooting ? Software deployment ?
Computer building, part replacement, troubleshooting ? RAM, LCD, FAN, Hard drive replacement ?
Active Directory ? Verizon Air Card Troubleshooting/configuration ? Work Independently with
minimal supervision ? Work Collectively with a team, planning strategizing and executing plans to
meet goals ? meet/exceed goals and standards set to enhance overall productivity Store Manager
FAST FUEL - High Point, NC January 2015 to May 2017 Stock Cashier Maintenance Inventory
Loading/unloading Network Administrator Assistant Guilford Child Development Greensboro, NC
March 2016 to April 2016 Utilized software to meet company standards prepare clients interested
in centers Cooperated with 12+ departments/centers with assistance physically and remotely

Troubleshoot all network, local, software, device and physically rebuilding hardware Developed alternative methods for simpler processes Troubleshooting all department networks and office tickets Computer imaging Assisting clients with use of hardware and software Cook/Cashier Sonic Drive High Point, NC April 2011 to November 2013 Cook Cashier Maintenance Stock/Inventory Residential Counselor Agape Homes Inc - High Point, NC May 2012 to August 2013 Guided clients to help them visualize their future, develop mentally, intellectually, gain a better understanding of society, and their personal self Monitored daily functions and activities of daily living Established work ethic, personal moral, hygiene, self-worth Assisted with construction activities and other events Aided clients in applying for college and/or jobs Counseled on past, current, and future situations. Helped clients reflect on their actions to build their future Community Support Specialist Community Health Network - Greensboro, NC March 2009 to September 2010 Conducted daily searches of impoverished neighborhoods for individuals who needed medical or financial assistance from the government Provided individuals with transport to receive services Education Bachelor's in Computer Science Computer Science in Computer Science ECPI University - Greensboro, NC June 2017 Bachelor in internship opportunity in internship opportunity ECPI University - Greensboro, NC June 2016 Associate Computer Science in Cyber Security ECPI University - Greensboro, NC March 2014 to May 2015 Skills Firewall, Ghost, Linux, Excel, Assembly Additional Information Skills assembly (2 years), Excel (2 years), Firewall (2 years), Ghost (2 years), Linux (2 years)

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