

Self Employed Self Employed Indianapolis, IN IT associate and professional dedicated to picking up more skills and certifications as well as providing calm courteous service with utmost politesse, Self-motivated and quick on the uptake. Work Experience Self Employed Self Employed - Indianapolis, IN January 2019 to Present craigslist repairs Service Desk Technician Bell Techlogix Inc - Indianapolis, IN June 2014 to August 2015 Supported five individual clients Re imaged computers Gained experience with Remedy ticket system Gained experience with CRM Used and troubleshooted Citrix everyday Triage tickets Connected users to On-Call techs Processed emails Cell phone tech support Called users back regarding "in progress" tickets Maintained Active Directory for several clients Engaged end users and answered questions via email, phone and live chat Patched software and installed new versions to eliminate security problems and protect data Explained technical information in clear terms to non-technical individuals to promote better understanding Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks Helped streamline repair processes and update procedures for support action consistency via updating Knowledge Base articles Demonstrated professionalism and courtesy with customers while working to resolve complaints, problems or respond to questions Fiber Optic Technician Metronet Telecom - Indianapolis, IN January 2015 to February 2015 Installed fiber-optic drops to customer houses Rode along with senior tech Addressed customers about the purpose of the visit and troubleshoot issues Spliced Fiber Ran cat 5 cable made on location Electronics Sales Associate Kmart - Indianapolis, IN October 2013 to October 2014 Ran Dept without oversight Valued for detailed knowledge of products and excellent people skills Reset product layouts Answered customer questions about electronic devices Applied knowledge of electronics products, including Phones and Laptop products to educate prospects and customers Used consultative sales approach to understand customer needs and recommend relevant offerings Kept calm and applied strong problem-solving and interpersonal skills to resolve conflicts Provided every customer with professional and polite support for sales and service needs Network Systems Administrator ITT Technical Institute - Indianapolis, IN April 2012 to October 2012 (Internship) Maintained Active Directory and user accounts Responsible for monthly asset logs for audit Helped

maintain Wide Area Network and physical terminals Printer Maintenance Special projects Timely closing of work orders and service tickets Tech support via phone/email Cabling Ran monthly asset audit Supported buildings desk side tickets The main point of contact for ITT campus's WAN concerns and AD Organizational Unit changes Desktop Support Technician Ben Davis Highschool - Indianapolis, IN August 2009 to March 2011 (Internship) Guttled old computers for recycling Re-imaged computers Created image Maintenance and repair of Ducain projectors Replaced printer toner and ink Printer and copier maintenance Refined work ethic and public relations skills Lab setup Case studies Inventory Spot checked laptops for connectivity Responded to work orders via Remedy ticketing system Network troubleshooting Retired assets Host Busser Crown Plaza - Indianapolis, IN April 2010 to December 2010 Greeted & coordinated the seating of guests and establishing proper Atmosphere & efficiency in dining room Maintained table settings by removing courses, replacing utensils and refilling beverages promptly and courteously Education Associates of Applied Science in NSA Network And System Administration ITT Technical Institute - Indianapolis, IN June 2011 High School Diploma Ben Davis High School - Indianapolis, IN Career Center At Ben Davis High School - Indianapolis, IN Skills ACTIVE DIRECTORY, CITRIX, NETWORK TROUBLESHOOTING, CRM, LINUX Additional Information Skills Assemble/disassemble PC/laptop Knowledge of PC components Windows XP, 7,8, 8.1 and 10 Familiar with Pre- XP OS Removal of virus's and malware Install of software/hardware Advanced PC troubleshooting Have some Linux experience System/Network Configuration Trained for A+ certification Can make cat 5 network cable understands relevant technology Copier and printer maintenance Active Directory Cat 5 cabling Citrix Phone etiquette CRM experience Supported multiple clients Excel, Power-point, MS Word and Publisher experience Creating image's Laptop physical troubleshooting Network troubleshooting PC troubleshooting Excellent people skills Triaging Public relations Sales Phone etiquette Knowledge of PC components Teamwork / Collaboration Excellent people skills WAN and LAN troubleshooting Network Testing (fluke testers)

Name: Kelly Hayes

Email: whitakerkathy@example.org

Phone: 757-769-6659