

IT Technical Support IT Technical Support IT Technical Support - College of DuPage Glendale Heights, IL Technical Support Specialist with technical and troubleshooting repair expertise. Team player who is flexible, reliable and adaptable to dynamic environments. Authorized to work in the US for any employer Work Experience IT Technical Support Advanced Technology Services - Schaumburg, IL October 2017 to Present IT Technical Support College of DuPage - Glen Ellyn, IL March 2017 to Present - Student Employee * Managed call flow and responded to technical support needs of customers. * Provided base level IT support to non-technical personnel within the business. * Reviewed technical documentation and procedures. * Defined and documented technical best practices. * Installed software, modified and repaired hardware and resolved technical issues. Entrepreneur / CEO HBF Products, Inc - Glen Ellyn, IL April 2014 to June 2017 * Planned and directed staff training and performance evaluations. * Reviewed operational records and reports to project sales and determine profitability. * Contacted customers by phone and email in response to inquiries. * Promptly resolved all customer requests, questions and complaints. * Build relationships with customers and the community to establish long-term business growth. * Created and launched new online marketing strategies that resulted in 80% sales increase. * Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently. IT Technical Support / Sourcing Manager Source Now, LLC - Glen Ellyn, IL September 2015 to December 2016 * Support team of 12 off-shore recruiters. * Helped Senior recruiters with Technical interviews. * Conducted On-call and In-person Technical interview for international companies. * Provided on-call support for critical issues. * Provided base level IT support to non-technical personnel within the business. Project Assistant Manager Pfizer - Lake Forest, IL January 2014 to August 2014 - Contractor * Managed Database of global suppliers. * Trained and educate team on naming convention * Lead daily progress meeting to ensure project is on track and will finish on time. Education Bachelor in Computer Science in Computer Science College of DuPage - Glen Ellyn, IL December 2018 High School Diploma Glenbard East High School - Lombard, IL June 2013 Skills CSS (Less than 1 year), customer service (3 years), RECEPTIONIST (3 years), RETAIL SALES (3 years), Technical Support (5 years) Additional

Information Skills ? Microsoft Suite ? Fast learner ? Organized ? Java ? Self-motivated ? SQL ?
HTML / CSS ? Natural Leader ? Human Resource ? Track Wise ? Team Player ? Networking ?
Foot print ? Customer Service ? Web Development ? Strategic thinker ? Analytical ? Scrum ?
Troubleshooting ? Creative and innovative ? Agile ? Customer Relation ? Technical Support ? Trust
worthy

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