

Desktop Support / Network Administrator Desktop Support /Network Administrator Desktop Support / Network Administrator Atlanta, GA Work Experience Desktop Support / Network Administrator Advantage Industries - Columbia, MD November 2018 to Present Performed troubleshooting and identification of PC issues, applications and network communications Documented problem resolutions and details Resolved problems and provided support for software, hardware and network access Researched Various problems and provided appropriate response to end users Performed administration of accounts and passwords in Office 365 and Active Directory Performed Network LAN/WAN and Application troubleshooting remotely and face to face for clients Set up new users hardware, software installations and account credentials Organized, documented and led mass software updates and deployments for clients after hours Created instructions and documentation for team and users for software installations and projects Configured and Administered, and tested VPN users for clients Performed administration of accounts in Intermedia Exchange Admin Portal Educated clients on best technical practices, print devices and software Escalated all unresolved issues to upper management higher tier technicians as needed Customer Service Representative Window Nation - Fulton, MD March 2017 to Present Business Development Recognized as the highest performing present outbound phone sales representative in the call center Made an average of 300 - 400 outbound calls per day Scheduled and managed appointments for the sales team Ensured maximum productivity by exceeding goals and objectives Managed current Appointments and Followed up on Potential Appointments Set an average of 50-80 appointments per month Filled out Bid Sheets and New Account Management Checklists for new Clients Made executive decisions on lead eligibility by qualifying lead requirements Set most appoints in in entire telemarketing department since first week with company Prioritized and Managed multiple responsibilities efficiently Performed all calls with excellent vocal tone and clarity Provided IT support to on site management and end users Assisted call center employees with troubleshooting all hardware and software issues. Provided basic Office 360, Windows 10, Outlook, Monitor, Desktop & Salesforce troubleshooting IT Helpdesk / Desktop Support Tier Dlh Bowles - Columbia, MD March 2018 to November 2018 2

Monitored Help Desk tickets      Assigned tickets to appropriate personnel      Set up new user hardware and software      Troubleshoot Office 365, Windows 10 & Windows 7 systems      Added users to groups and configured profile settings in Active Directory      Installed, Repaired and Configured networked & non-networked printers      Updated resolutions for all tickets contributing to the IT solution database      Managed user accounts in Citrix, Cad/Cam Servers, Active Directory & IQMS ERP system      Configured and Deployed Global VPN & CheckPoint VPN on client PC's      Resolved all assigned tickets a wide range of hardware and software issues      Provided remote support assistance via TeamViewer 8      Provided training to help desk team on software troubleshooting      Closed as many Tier 1 tickets as possible on the first call      Provided superior customer service remotely, face to face and on the phone      Repaired, Configured and Installed software, printers and other devices as assigned Desktop Support Technician (FEDERAL CONTRACT) Apex Systems / Dell / USPTO - Alexandria, VA October 2017 to March 2018      Deployed hardware & computer equipment to various sites in USPTO building      Performed data & settings migration, imaging and application installation via DMT tool      Provided professional customer facing interactions with USPTO end users      Replaced power cords, display and network cabling (keyboards, docking stations, mouse, CAT6)      Filled out quality control migration checklists for every deployment      Provided troubleshooting for USB drivers and software related issues      Configured and tested local printer functionality      Filled out documentation for Serial Tag information      Properly installed docking station and laptop set up      Configured monitor connection and display resolution to company requirements      Prioritized and Managed multiple responsibilities efficiently      Escalated all unresolved issues to upper management as needed CIO Share (IT Managed Services) Silver Spring, MD July 2017 to November 2017 IT Technical Support Field Technician      Troubleshoot and solved common network issues using physical and logical diagnostic tools      Resolved specialized hardware and software problems with customers having little or no background in computers      Maintained documentation for procedures and processes as well as maintenance logs and equipment databases      Configured and installed desktop and laptop systems and installed applications on systems      Participate and assist the entire IT Team with multiple

technical and business projects Utilized LogMeIn, FreshDesk, MalwareBites, Office 365 suite for various IT projects and company needs Recorded events and problems in resolution logs Performed Windows 10 pro deployment and disk imaging using ISO mounting software Diagnosed and replaced networking cables as needed (Cat5,5E, 6) Picked up and dropped off hardware and equipment to all clients. Identified and suggested possible improvements on internal processes and procedures Performed TCP/IP network troubleshooting (DLINK, CISCO) Configuration, deployment, and support of network routers, switches, wireless access points, and firewalls Microsoft Office: Basic Use, Installation, Administration, and troubleshooting Performed Laptop repair including Screen, Keyboards, Ram, Memory and more Performed hardware and software troubleshooting, maintenance, and installation as required by supervisor, students, staff, or faculty Assisted in software selection and development of procedures provided support for software, printing, and network access issues. Provided computer help desk support via telephone, face to face and remote desktop communication with end-users utilizing customer service techniques and strong communication skills Resolved technical problems with Local Area Network (LAN), Wide Area Network (WAN) and other systems Dispatch Coordinator Lasership Inc - Beltsville, MD October 2016 to March 2017 Fleet Manager Politely assisted customers via telephone Developed reputation as an effective service provider with high levels of accuracy Created hourly pivot tables in Excel to sort information and call drivers hourly Managed customer calls efficiently in a complex, fast paced and challenging environment Provided continuous motoring of drivers Willingly handled conflict resolutions and mediation between drivers and management Maintained customized services to existing clients to ensure client retention Coached and trained drivers on new mobile delivery app technology Made outbound calls to drivers hourly to monitor delivery status and completion Business Development Aquaguard Waterproofing - Beltsville, MD January 2016 to May 2016 Inside Sales Representative Cold Called Business and Solicited company services for full shift with no breaks Managed current Appointments and Followed up on Potential Appointments Set & Qualified Appointments Filled out Bid Sheets and New Account Management Checklists for new Clients Followed up on all previous leads and proposals sent

Actively worked with marketing manager to create and implement marketing strategies Set most appoints in in entire telemarketing department since first week with company Assisted in all other aspects around office as needed Performed all calls with excellent vocal tone and clarity Business Development Representative Office Care Inc - Laurel, MD September 2014 to August 2015 Cold Called Business and Solicited company services for full shift Managed current Appointments and Followed up on Potential Appointments Set & Qualified Appointments per lead requirements Filled out Bid Sheets and New Account Management Checklists for new Clients Followed up on all previous leads and proposals sent Actively worked with marketing manager to create and implement marketing strategies Set most appoints in in entire telemarketing department since first week with company Assisted in all other aspects around office as needed Performed all calls with excellent vocal tone and clarity Education Certificate College Park - College Park, MD June 2017 Associate of Arts degree in Business Management Borough of Manhattan Community College May 2013 Bachelor of Science degree in Computer Networks & Cyber Security University Of Maryland University College Skills Desktop Support, Help Desk, Tech Support, Active Directory, Comptia, Service Desk

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