

Job Seeker Holbrook, MA Work Experience Computer Support Services - Bridgewater, MA
September 2015 to Present RESPONSIBILITIES: Troubleshoot and resolved software issues to customers' devices in person and over the phone Communicated and consulted effectively with techs to find solutions for service requests Correctly directed inbound calls to improve call flow in phone queue Responded and troubleshoot to Classroom/Event Emergencies in fast-paced, high pressure environments Participated on multimedia installation projects Maintain, analyze, troubleshoot, any hardware or software issues for classrooms, conference, and matrix-controlled environments and spaces IT Project Assistant Manager Harbar LLC - Canton, MA June 2015 to 2016 2017 RESPONSIBILITIES: Provided IT assistance daily to office and warehouse employees Spearheaded the auditing process of goods in the plants, cutting time spent on auditing by 40% Provided input and consultation on IT projects, dashboards, and training. Maintained, oversaw, troubleshoot any hardware or software issues in warehouse, conference rooms, and office Education Bachelor of Science in Management Bridgewater State University - Bridgewater, MA May 2019 Blue Hills Regional Technical High School - Canton, MA 2015 Skills IOS (Less than 1 year), MAC (Less than 1 year), MAC OS (Less than 1 year) Additional Information SKILLS: Software: Advanced in Office 365 Apps, Google Apps IOS, Windows/Mac OS, Tableau

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