

Help Desk Analyst Help Desk Analyst Centreville, VA \* Adept at providing computer support with end users \* Skilled in system diagnostics, troubleshooting, installations, and maintenance \* Possess in-depth knowledge of operating systems and software packages \* Experienced in documenting help desk tickets/resolutions and overall technical assistance Authorized to work in the US for any employer Work Experience Help Desk Analyst Systems Integration, Inc - Landover, MD June 2018 to Present 40 hours per week \* Familiarity using Remedy Service Management Tool to process service requests \* Update service requests and resolve issues using the Remedy Knowledge Management Tool \* Interact with end users to identify technical issues and investigate resolutions \* Guide users to repair and correct manifest related issues using the ACE portal \* Reactivate user accounts for password resets and inactivity \* Respond to user emails accurately and consistently to solve problems \* Keep users updated on the status of technical service requests Help Desk/PC Technician TEKsystems - Falls Church, VA September 2017 to November 2017 40 hours per week \* Provided solutions to restore functionality by troubleshooting system failures or bugs \* Retained ticketing history of technical repairs and software updates for records management system \* Maintained and repaired technological equipment or peripheral devices \* Tested computer peripherals and software to ensure proper functionality \* Performed regular upgrades to ensure systems are up to date \* Provided technical assistance and supported incoming queries and issues related to computer systems and software \* Installed, modified, and repaired computer hardware and software \* Installed computer peripherals for internal users \* Run diagnostic programs to resolve problems \* Recorded technical issues and resolutions in ticketing system logs \* Responded to queries either in person or over the phone \* Maintained daily performance of computer systems \* Responded to email messages for users seeking technical help \* Walked users through problem solving process \* Followed up with users to ensure technical issues are resolved \* Gained user feedbacks regarding computer usage \* Run reports to determine malfunctions that occur continuously \* Passed on user feedbacks and suggestions to the appropriate internal team \* Maintained a high level of courteous customer service Restaurant Manager Sam Won Gak, Inc - Chantilly, VA July 2014 to September 2017 52.5 hours per week \*

Trained new employees with using technology and provided technical support \* Maintained office automation equipment for hardware and software installations \* Installed and troubleshoot credit card processing machines, point of sale (POS) systems, printers, computers, and network/telecommunications systems \* Provided excellent customer service in a courteous manner \* Ensured work areas met Virginia Department of Health (VDH) Food Safety program regulations

IT Security Analyst NAFMe - Reston, VA January 2014 to December 2014 12 hours per week \*

Analyzed business processes and applied IT to redesign business objectives \* Quantified negative business impacts caused by current process challenges \* Developed and presented a compelling Business Case for Change \* Developed business workflow designs to build solutions up to Beta \*

Completed project demonstrating preparedness that included ethical challenges, status reports, and engineering notebooks \* Prepared final reports and delivered briefings to panel of business leaders

Education B.S. in Information Security George Mason University - Fairfax, VA 2015 Business Northern Virginia Community College - Annandale, VA 2015 Skills Help Desk, Service Desk, Tech Support, Desktop Support, Helpdesk Support Additional Information Skills \* Dreamweaver, HTML/XHTML, Java/JavaScript, Microsoft Expression Web, Microsoft Office, Notepad++, PHP, SQL, Visio \* Korean (speak, read, and write)

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