

Desktop Support Technician Desktop Support Technician El Paso, TX Customer-focused Desktop Support with 5 years of experience with a broad spectrum of computer operating systems applications and hardware. Exceptional customer service and communication skills; consistently conveys competence and concerns to end users. Strong ability to effectively multitask and to perform with a sense of urgency for rapid issue resolution. TECHNICAL SKILLS &

CERTIFICATIONS - CompTIA A+ - CompTIA Network+ Authorized to work in the US for any employer Work Experience Desktop Support Technician Texas Health and Human Services Commission - El Paso, TX September 2018 to May 2019 - Responded to requests for technical assistance in person via phone and remotely for the following technologies: Windows OS, Surface Pros, Caretrackers, Kiosk, Smartphones (IOS) Citrix and O365. - Accurately recorded, updated and documented requests using Remedy ticket system. - Created and maintained an inventory, support documentation for the team based from fixes found during troubleshooting issues, as well as installation guides for software. - Installed new data lines, workstations and updated map layout with new ports - Worked with Active Directory creating user accounts, modifying permissions, password resets and unlocking accounts. - Performed iOS configuration and troubleshooting.

Support Services I City of El Paso January 2018 to May 2018 January 2018 - Present El Paso, Texas - Serve as the primary point of contact for over 6,000 city employees. - Provide IT Support through effective ticket resolution, proactively anticipating customer needs, and working with internal teams to ensure complex and escalated issues are resolved. - Manage user access rights by creating, managing and disabling user accounts in Active Directory and city applications. - Troubleshoot and diagnose problems with city applications and operating systems to include W7, W10, Active Directory, Microsoft Exchange and Office 365. - Support and troubleshoot network printers, scanners and mobile devices. - Escalate tickets as necessary to the proper department for additional support. Campus Specialist - IT HARMONY SCHOOL OF INNOVATION - El Paso, TX July 2017 to December 2017 - Installed, configured, tested, maintained and monitored end user workstations, software/hardware and networked peripheral devices - Developed and maintained an inventory of all IT assets to include desktops, laptops, Chromebooks, iPads, printers and network

equipment - Responsible for maintaining the School's website with the latest news and events - Managed AD accounts, network rights, and access to Campuses Desktop Support BOEING - El Paso, TX March 2017 to July 2017 - Diagnosed and resolved Microsoft Windows (Windows 7 & 10) hardware and software problems - Installed and configured new PC hardware and software on desktops, laptops and peripherals - Developed, prepared, test and deployed hard drive images - Performed basic computer wired and wireless network troubleshooting - Maintained a high level of proficiency in using helpdesk systems and tools - Developed, documented and effectively communicated job processes, procedures and techniques - Tracked and maintained personal computer equipment inventories Systems Administrator, ARMA GLOBAL El Paso, TX July 2016 to November 2016 - Part of a dynamic team of six contractors that supported two thousand end users in various locations in Afghanistan. - Delivered technical support over the phone or on site to users on multiple Department of Defense networks. - Administered FSMO roles, including Files Shares, DFS, Exchange, Print Server, Active Directory and Skype for Business Server. - Escalated problems that cannot be solved at tier 1 or 2, to higher support utilizing Remedy ticketing system. - Active Directory configuration, administration, and troubleshooting. - Installed, configure and administered various Cisco devices including Cisco VoIP's and 3750 switches across 3 classifications of networks Technology Field Specialist Clint ISD - El Paso, TX April 2015 to June 2016 - Maintained and administered a Windows-based server network, with a combination of physical and virtual servers. - Designed tested and implemented group policies for Students and Staff. - Installed and managed LAN Access Points at campuses and LTE Access Points in buses. - Participated in technical research and testing of new software - Provided technical support over the phone and onsite throughout the School District. - Student labs, assisted Apple users and resolution to standard supported applications: MS Office 365, Browser programs and supported proprietary applications and systems Network Specialist Workforce Solutions Borderplex - El Paso, TX January 2014 to March 2015 - Responsible for monitoring, operating, managing, troubleshooting and restoring to service end user systems that had authorized access to the network. - Managed Active Directory, which involved creating and modifying accounts, establishing permissions,

resetting passwords, and ensuring proper access to network resources such as file shares and printers. - Identified, isolated and repaired computer equipment showing wear and tear as well as preventative maintenance routines. Work Study, American GI Forum-National Veterans Outreach Program April 2013 - December 2013 El Paso, Texas - Assisted Veterans with job searches, resumes and job applications. - Provided secretarial and administrative support in order to ensure effective and efficient office operations. Education Associates of Applied Science in Information Systems & Security Western Technical College February 2013 to March 2015 Skills Service Desk, Help Desk, Desktop Support, Active Directory, MAC, Tech Support, Microsoft Office (4 years) Military Service Branch: ARMY Service Country: United States Rank: Staff Sergeant January 2005 to November 2012 Infantry Additional Information CompTIA A+ CompTIA Net+

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