

End User Support Analyst End User Support Analyst Monee, IL Work Experience End User Support Analyst BrandMuscle - Chicago, IL June 2018 to Present Efficiently and effectively, responded to online, email, and telephone requests for technical support. Documented, monitored, and updated problems and resolutions using applicable systems. Coordinated and accommodated a variety of priorities in a fast-paced environment. Performed repairs to hardware, software, and peripheral equipment. Troubleshooted and resolved technical issues. Participated in team collaboration through idea-sharing and brainstorming sessions. Coordinated with other teams or specialists to resolve an issue. Provisioned new employee systems and accounts. Performed phone system and inventory management. Business Unit Specialist Eagle Express Lines - Homewood, IL January 2018 to April 2018 Managed the database workload for the EGLD department. Administrated recruiting for the EGLD department. Database Administrator Eagle Express Lines - Homewood, IL July 2016 to December 2017 Monitored transportation specific software (PeopleNet, TMW). Implemented administrative systems, procedures, and policies. Worked together with a team to accomplish project goals. Managed a heavy computer and data administration workload. Updated and inputted data into databases. Trained new employees on the specific software they would be using based on their department. Created monthly reports for upper management. Education Bachelor of Science in Business in Management Information Systems Eastern Illinois University - Charleston, IL 2011 to 2015

Name: Zachary Booker

Email: scott33@example.org

Phone: 6248465395