

Support Coordinator Support Coordinator Support Coordinator - JOANN FABRICS and CRAFTS Bedford Heights, OH Supported company IT operations for 8 years by providing accurate and timely services. Handled troubleshooting, diagnostic evaluations, and many other routine operations and providing technical support to end users inside the company as new informational resources were integrated into operational workflow. Work Experience Support Coordinator JOANN FABRICS and CRAFTS July 2011 to Present Store Systems Support- Provides support for current production systems -Resolves problems and incidents in compliance with established resolution SLA - Determines and documents root cause of problem -Works to improve systems and processes to enforce simplicity, stability and efficiency. System Process / Monitoring- Supports technical standards and processes, including service methodologies and compliance standards. Proactively monitors environments in order to resolve issues in a timely manner. Incident Management- Ensures timely escalation of issues by documenting the impact and urgency -Drive incident and problem resolution, including rationalization and prioritization -Capture all appropriate information needed for incidents that are unable to be resolved immediately. Web Content Developer / Technician Technican, ABK - Highland Heights, OH July 2010 to July 2011 Assisted in Web Content Development for Data Recovery Websites. Assisted in wiring of new office building for CAT 6 Shielded Cabling. Assigned to update listing in various marketing websites for promotion to increase sales. Assisted in Web Content Development for Data Recovery Websites. Assisted in wiring of new office building for CAT 6 Shielded Cabling. Assigned to update listing in various marketing websites for promotion to increase sales. Education Associate of Arts Cuyahoga Community College - Cleveland, OH 2001 to 2002 Skills Technical support, Customer service, Documenting, Network troubleshooting, Problem solving, Direct Support, Service Desk, Coordination, Administrative Support, It Specialist, Comptia, Help Desk, Information Technology, Desktop Support, Computer Repair, Network Support, Cisco Certifications/Licenses CompTIA A+ November 2005 to Present HDI Desktop Support Technician July 2014 to Present Assessments Written Communication Highly Proficient March 2019 Measures a candidate's ability to convey written information using proper grammar rules. Full results:

https://share.indeedassessments.com/share_assignment/45wg16mat7s0a6g9 Basic Computer Skills: PC Highly Proficient June 2019 Measures a candidate's ability to perform basic computer operations, navigate a Windows OS, and troubleshoot common computer problems. Full results: https://share.indeedassessments.com/share_assignment/yzstpf6b0kofvktc Technical Support Skills Expert March 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results: https://share.indeedassessments.com/share_assignment/dmite7m-hoem9qky Active Listening Expert July 2019 Actively listening and appropriately responding in conversations. Full results: https://share.indeedassessments.com/share_assignment/idqknyaoyzmin9do Critical Thinking Highly Proficient July 2019 Using logic to solve problems. Full results: https://share.indeedassessments.com/share_assignment/g1nqobha0jwdltmj Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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