SOFTWARE HELP DESK SOFTWARE HELP DESK SOFTWARE HELP DESK Cropwell, AL Work Experience SOFTWARE HELP DESK IBML 2013 to 2014   The Technical Support Specialist is responsible for resolving customer's issues as they arise from phone calls and e-mails on IBML's 24 hour help desk.   Responsible for maintaining a thorough working knowledge of all IBML proprietary and IBML application related software as well as certain aspects of the mechanical and electronic functionality of all generations of the ImageTrac scanners   Responsible for providing second level support to all IBML and third party service personnel in diagnosing and resolving difficult service problems.   Support Servers that are attached to the scanners that contain either Windows XP, Windows Server 2003, or Windows Server 2008 R2 as well as networking and performance troubleshooting. HELP DESK SUPPORT AGENT MICROSOFT 2010 to 2012   Receive and record technical and/or application support calls from end users   Provide investigation, diagnosis, resolution and recovery for hardware/software problems. When unable to resolve, escalate to second or third level in accordance with Help Desk escalation processes   Maintain overall ownership of user's issue & service ensuring that they receive resolution within a reasonable timeframe   Provide initial assessment of urgency and business impact on all support calls   Manage service requests, software installations, new computer setups, upgrades, etc   Record incident resolutions in the Help Desk tool   Provide enhancement request feedback to IT regarding technology environment and customer needs through the defined processes   Support the following technologies: Microsoft Office 2007 products - Outlook, Word, Excel, Access, Internet Explorer, Windows XP, desktops, laptops, printers, networked copiers, NIC's, basic LAN/WAN connectivity and others as assigned HELP DESK SUPPORT AGENT AMERICA ONLINE 2010 to 2010 2010 Provide client support and technical issue resolution via E-Mail, phone and other electronic medium   Configuration of client's equipment to connect to the Internet via modem/DSL Router   Configure software to connect to Internet application servers   Provide training to clients in the use of system and applications as related to Internet   Obtain general understanding of OS and application operations related to company offered services   Identify and correct or advise, on operational issues in client computer systems   Perform creation of new accounts using company provide

software tools NETWORK ADMINISTRATOR BLUEGRASS SUPPLY CHAIN SERVICES 2008 to 2010   Diagnose hardware and software problems, and replace defective components   Perform data backups and disaster recovery operations   Maintain and administer computer networks and related computing environments, including computer hardware, systems software, applications software, and all configurations   Plan, coordinate, and implement network security measures in order to protect data, software, and hardware   Operate master consoles in order to monitor the performance of computer systems and networks, and to coordinate computer network access and use   Perform routine network startup and shutdown procedures, and maintain control records Addendum   In addition to this resume I have managed a retail store and repair business for smartphones called IFix and Repair. Once they were in a position to maintain with the staff I prepared I moved on to create my own business called IRepair Buy and Cell which me and my wife have maintained for the last year and a half. It is a mobile repair and service business that comes to clients and provides smartphone/tablet repair as well as computer/electronic services in the customers workplace or home. In addition to technological certifications and licenses I also have 5 years experience in the logistics industry including forklift and other equipment experience. Quality and safety training in industrial settings as well as management and office experience in multiple industrial environments. I am more than happy to explain any other experiences that I have had as well as on the job experience that I have received upon request. The business I mentioned earlier you can view at facebook.com/irepairbuyandcell   Thank you for your time and consideration 205-362-1313   drjohnson0555@gmail.com Education Associates Degree of Applied Science in Network Systems Administration in Applied Science ITT Technical Institute - Bessemer, AL June 2013 Skills Microsoft windows, Microsoft windows 98, Windows 8, Windows 98, Microsoft office, Microsoft office 2003, Office 2003, Customer service, Active directory, Networking, Android, Linux, Blackberry, Schematics, Pcs, Maintenance, Service Desk, Help Desk, Tech Support, Desktop Support, Helpdesk Support Links http://www.linkedin.com/in/drjohnson0555

Name: Michael Odom

Email: andersonjustin@example.org

Phone: 488-612-0922x744