IT Help Desk Coordinator IT Help Desk Coordinator Bossier City, LA I am a new resident from Jamaica seeking employment within the IT industry. I have worked as an IT administrator for companies ranging small to large scale companies for almost 10 years building and maintaining windows based client/ server architecture, building and repairing PC computers, overseeing IT contactors and projects, and provided support in fixing problems ranging from mobile devices to physical and virtual servers.   I am passionate about IT from personal to corporate levels so you could say i am a geek when it comes to computer technology. I love coming up with new was solving problems and implementing new technologies to streamline workflow Authorized to work in the US for any employer Work Experience IT Help Desk Coordinator Delta Pathology - Shreveport, LA July 2019 to Present Responsible for ticket management and providing their I & II support with PC troubleshooting and repair. Managing PC and Equipment inventory and for configuring and deploying computers internally and to external sites. IT Administrator Jamaica Pegasus Hotel - New Kingston, Jamaica February 2014 to March 2019 Installing, Maintaining and Troubleshooting computer and network infrastructure as well as providing guests with end user support for internet and mobile devices and IT project management On Call Systems Support Technician American Chamber of Commerce - New Kingston March 2015 to December 2015 Part time employment providing help desk support for staff Systems Administrator Garvey Maceo Comprehensive High School - May Pen, Clarendon June 2011 to February 2014 Installing, maintaining and troubleshooting computer equipment and inventory management Technical Sales Representative Digicel Jamaica - Kingston, JM May 2006 to August 2006 Cellular device sales and Customer Service Education Bachelor's Degree in Computer Information Technology University of Technology - Kingston 2006 to 2010 High school or equivalent in CXC-CSEC Ardenne high school - Kingston September 1997 to May 2002 Skills Adobe Creative Studio Suite (Photoshop, Illustrator & After Effects) (5 years), PC Troubleshooting, Installation & Maintenance (7 years), PC LAN Networking, TCP/IP, DHCP, DNS (4 years), Microsoft Active Directory (5 years), Microsoft Hyper-V (2 years), MIcros POS Administration (3 years), Microsoft Office 2007-2016 (3 years), Ubiquity and Mikrotik Networking Hardware and Software Installation (1 year), Remote Helpdesk using VNC, Teamviewer,

RDP (5 years), Avaya PBX Administration and maintenance (2 years), Microsoft Server 2003-2012 Administration (7 years), Microsoft Windows 7, 8.1, 10 Client Administration (7 years), Android Mobile Device Troubleshooting (3 years), Vmware, System Administrator, Active Directory, System Admin, SQL database administration (2 years) Certifications/Licenses CompTIA Network+ June 2019 N10-007 Assessments Project Management Skills: Budgeting   Proficient February 2019 Measures a candidate's ability to manage project budgets by appropriately allocating and monitoring financial resources. Full results: https://share.indeedassessments.com/share_assignment/qiojypb8uz4rm4sv Technical Support Skills   Expert February 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/y0-6wb6v7mxrd3qb Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information Currently studying

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