

Desktop Support Specialist Desktop Support Specialist Akron, OH Seeking to further my professional career in IT support in a challenging work environment that will allow me to hone my skills. Work Experience Desktop Support Specialist NEOnet - Cuyahoga Falls, OH January 2017 to Present Provide IT support to approximately 6,000 faculty, staff, and students of the Stow-Munroe Falls City School District. Repair/maintenance Chromebooks, Laptops, Desktops, Projectors, Document Cameras, and other educational technology. Create and modify User accounts through Active Directory and ADManager Plus. Setup/modify VoIP phones through Cisco Unity Call Manager and Promanage. Troubleshoot/maintain network throughout the districts 11 buildings. Utilize SCCM for PC imaging, security, and some remote assistance. Installation of switches, servers, and UPS devices. Student IT User Support Analyst Kent State University - Kent, OH August 2016 to December 2016 Provide support for the Colleges of Visual Communication Design and Communication Studies. Support PC and Mac desktops and laptops Install/repair office computers Install/update/troubleshoot software Security Officer Hard Rock Rocksino - Northfield, OH June 2016 to December 2016 Secure company assets in a professional manner. Provide monetary escorts. Respond to incidents in a timely manner as they are reported. Assist customers by answering questions, providing directions, or escorts. Outdoor Adventure Specialist KSU Recreational Services - Kent, OH April 2014 to August 2016 Administer safety and skills tests to ensure a safe environment for staff and patrons. Accurately use Fusion POS system. Properly and safely belay and instruct guests and members. Provide exemplary customer service to guests and members. Supervisor KSU Recreational Services - Kent, OH April 2014 to August 2016 Accurately manage a cash drawer and confirm reservations. Assist customers with a friendly demeanor and professionalism. Active risk management. Demonstrate service knowledge to customers with questions. Revise and administer current staff training manual and structure. Effectively manage specialists and staff with professionalism and approachability. Education Bachelor of Science in Computer Engineering Technology Kent State University - Kent, OH May 2018 Skills Microsoft Office, Active Directory, SCCM, Google Admin, ADManager Plus Certifications/Licenses TestOut Security Pro May 2017 to Present Additional Information College

coursework included: CCENT/CCNA Networking Wireless Telecommunications Server
Administration Computer Hardware Network Management and Design LAN Security

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