

Desktop Support Technician Desktop Support Technician Deskside Technician Smyrna, GA  
Authorized to work in the US for any employer Work Experience Desktop Support Technician  
Centers for Disease Control and Prevention - Atlanta, GA December 2016 to February 2017  
Hands-on customer support assistance in a Windows 7 environment. Ability to provide  
troubleshooting a ticket resolution on a variety of technical issues. Log tickets in Peregrine  
Service Center, and resolve them in a timely manner Able to meet SLAs in a high volume  
environment. Responsible for some systems administration tasks utilizing Active Directory  
Resetting passwords, and providing Moves, Adds, and Changes to users. Deskside Technician Tek  
Systems - Norcross, GA April 2016 to October 2016 Oversee the daily performance of computer  
systems. Answer user inquiries regarding computer software or hardware operation to resolve  
problems. Enter commands and observe system functioning to verify correct operations and detect  
errors. Set up equipment for employee use, performing or ensuring proper installation of cables,  
operating systems, or appropriate software. Install and perform minor repairs to hardware,  
software, or peripheral equipment, following design or installation specifications. Maintain records  
of daily data communication transactions, problems, and remedial actions taken, or installation  
activities. Read technical manuals, confer with users, or conduct computer diagnostics to  
investigate and resolve problems or to provide technical assistance and support. Refer major  
hardware and software problems of defective products to vendors or technicians for service.  
Confer with staff, users, and management to establish requirements for new systems or  
modifications. Prepare evaluations of software or hardware and recommend improvements or  
upgrades. IT Security Analyst Tek Systems - Alpharetta, GA February 2015 to March 2016  
Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems,  
and replace defective components when necessary. Monitor network performance to determine  
whether adjustments need to be made, and to determine where future changes will be made.  
Analyze equipment performance records to determine the need for repair or replacement.  
Installation Technician Tek Systems - Roswell, GA March 2014 to February 2015 Install, adjust,  
and operate electronic equipment to record, edit, and transmit radio and television programs, motion

pictures, video conferencing, or multimedia presentations. Diagnose and resolve media system problems. Switch sources of video input from one camera or studio to another, from film to live programming, or from network to local programming. Obtain, set up, and load videotapes for scheduled productions or broadcast. Notify supervisors when major equipment repairs are needed. Direct and coordinate activities of assistants and other personnel during production. Analyze and maintain data logs for audiovisual activities. Conduct training sessions on selection, use, and design of audiovisual materials and on operation of presentation equipment. Computer System Technician Impulse Technology (Co-Works) August 2012 to March 2014 Johns Creek, GA Develop plans to safeguard computer files against accidental or unauthorized modification, destruction, or disclosure and to meet emergency data processing needs. Review violations of computer security procedures and discuss procedures with violators to ensure violations are not repeated. Modify computer security files to incorporate new software, correct errors, or change individual access status. Perform risk assessments and execute tests of data processing system to ensure functioning of data processing activities and security measures. Confer with users to discuss issues such as computer data access needs, security violations, and programming changes.

Train users and promote security awareness to ensure system security and to improve server and network efficiency. Education Bachelor of Science in Information Technology & Cyber Security ITT Technical Institute - Kennesaw, GA 2014 to 2016 Associate of Science in Computer Systems & Networking ITT Technical Institute - Kennesaw, GA 2012 to 2014 Additional Information Skills Customer and Personal Service Computers and Electronics Administration and Management Monitoring Systems Analysis Systems Evaluation Troubleshooting Installation

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