

Systems Administrator Systems Administrator Germantown, MD Work Experience Systems Administrator Criswell Automotive - Gaithersburg, MD April 2019 to Present Help Desk Analyst NCR - Germantown, MD August 2017 to December 2018 -Managed call flow and responded to technical support needs of customers. -Resolved customer issues in a clear, courteous and straightforward manner. -Followed up with clients to ensure optimal customers satisfaction. -Used ticketing systems to manage and process actions taken. -Provided technical and non technical issues with web-based applications for the users. -Provided password resets. -Assisted with SharePoint master page layouts, serving as company s Main SharePoint support for all technical complications. Geek Squad Consultation Agent Best Buy - Germantown, MD August 2016 to September 2017 Engage customers using selling skills to find solutions for their technological devices through troubleshooting. Complete tickets throughout the day as well as contact the clients regarding their service orders. Provide excellent customer service to create an ongoing service with our clients that promotes and expands the Geek Squad brand. Sales Consultant Best Buy June 2015 to August 2016 Engage customers using selling skills making them feel supported and leave delighted. Provide an excellent shopping experience for customers. Perform duties throughout the day and stay up to date with technology knowledge. Education Bachelor's in Computer Science and Cyber Security University of Maryland-College Park - Shady Grove, MD August 2019 to Present AA in Business Administration Montgomery College - Rockville, MD December 2018 Seneca Valley High School June 2013 Skills Help Desk, Active Directory, Service Desk, Desktop Support, Tech Support, Helpdesk Support, MAC, Comptia, VPN, Vmware, System Administrator, System Admin, Linux

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