

SPECIALIST-TIER 1 REPAIR SPECIALIST-TIER 1 REPAIR SPECIALIST-TIER 1 REPAIR -
WINDSTREAM COMMUNICATIONS Akron, OH Driven, reliable, and passionate employee seeking
a IT Help Desk position. Work Experience SPECIALIST-TIER 1 REPAIR WINDSTREAM
COMMUNICATIONS - Twinsburg, OH May 2019 to Present Provided customer support resolution
for telephone, Internet, and electronic devices. Provided first-contact for customers calling in for
account/tech. support. Stay up-to-date with current technologies relating to IT and IoT devices.
PROJECTS VOLUNTEER HABITAT FOR HUMANITY - Akron, OH February 2018 to May 2019
Organized and updated business contact lists for networking. Created Word documents and Excel
spreadsheets for contact entries and updates. Collaborated with HFH Volunteer Coordinator with
project startup and execution. Information Systems Technician U.S. Navy - Cleveland, OH February
2011 to February 2018 Managed user accounts: creation, access privileges, profile updates.
Monitored IT system applications for normal daily operations. Conducted system testing in a
team-based environment for high reliability. Data Entry Keyer/Accounts Processor Adecco Staffing -
Akron, OH January 2009 to October 2011 Reviewed and submit Bill of Ladings (BOLs) for
accounts receivables. Processed customers' account shipment information into PC workstation.
Assisted Finance Department with office duties and small projects. IT Help Desk Support PerceptiS,
Inc - Cleveland, OH December 2008 to January 2009 Provided technical support for user access
issues via telephone, e-mail, and online. Conducted research on user issues via knowledgebase,
search engines, etc. Submitted Remedy trouble tickets online to higher tiers for help and
resolution. Database Administrator JRB Attachments, Inc - Akron, OH May 2007 to July 2007
Collaborated with IT Analyst to execute changes to proprietary database. Processed user account
creation, changes, and deletion via official request forms. Performed daily database system
checks and executed backups for record-keeping. Education Bachelor of Science in Information
Systems Univ. of Phoenix - Cleveland, OH June 2007 Associate of Applied Business in Computer
Science Southern Ohio College - Akron, OH June 2007 Skills Excel, Microsoft office, Powerpoint,
Word, Help desk, Help desk technical, Help desk technical support, Data entry, Technical support,
Comptia, Security, Customer Service Additional Information SKILLS & ABILITIES Help Desk

Technical Support COMPTIA A+, Security+, Microsoft Certified Professional Excellent Data
Entry/Technical Skills Microsoft Office Suite: Word, Excel, PowerPoint, Access Excellent
Communications Skills Team-building experience

Name: Christopher Walker

Email: oedwards@example.org

Phone: 689.307.4200x36120