

IT Help Desk Technician IT Help Desk Technician IT Help Desk Technician - Nexus Dx San Diego, CA Work Experience IT Help Desk Technician Nexus Dx - San Diego, CA March 2019 to Present Perform on-site analysis, diagnosis, and resolution of complex desktop problems for end-users, and recommend and implement corrective solutions ? Implemented a ticketing system and company wide knowledge base ? Administered and supported in testing and deployment of new applications, updates, and systems ? Installed an asset tracking software on the server using IIS ? Analyze systems and identify appropriate solutions for company ? Develop and maintain company's website IT Help Desk Technician Northwestern College - Orange City, IA August 2016 to December 2018 Troubleshoot computers, software, and network problems ? Provide technical support related to end users, computer systems, or software ? Escalate service questions and issues to appropriate representatives ? Deployed 300 new Windows 10 PC around the institution Web Developer Providence Video Productions - Escondido, CA May 2018 to August 2018 Escondido, CA providencevid.com ? Independently designed and developed user-friendly website ? Fixed bugs and implemented enhancements to improve the speed and functionality ? Meet with the client to gather requirements, designs, and schedule Technical Programming: Java, JavaScript, MySQL Skills Systems: Windows Server 2012 R2, Windows 7 & 10, Ubuntu, O365 Admin Software: Active Directory, IIS, Photoshop, WordPress, MSOffice, Freshdesk Activities Collegiate Football Athlete International Club Member ACM North Central Region Programming Contest 2018 Education Bachelor's in Computer Science Northwestern College 2019 Skills Active directory, IIS, R2, Windows 7, Windows server 2012, Windows server 2012 r2, Photoshop, Wordpress, Information Technology, It Specialist

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