

IT Service Desk Analyst IT Service Desk Analyst Tier 1 Service desk Technician - Morris T Solutions  
Herndon, VA Determined and goal-orientated professional, seeking an entry-level position where I  
can build on my current skill set to contribute to the profitability of the company. Authorized to work  
in the US for any employer Work Experience IT Service Desk Analyst Morris T Solutions - Reston,  
VA March 2019 to Present Professionally helped users resolve issues with computer hardware or  
software. Responded to user inquiries, assessed problems with IT equipment and applications, and  
helped resolve these issues for users. Worked closely with other IT department personnel to assist  
with tasks that are outside the scope of their knowledge or expertise. Service desk analysts  
balanced creative and technical problem-solving, customer service, and collaboration to ensure that  
personnel throughout the organization can access and utilize the software and resources they need  
for work Tier1 Helpdesk Technician Strayer Corporate - Herndon, VA November 2017 to Present  
Job Responsibilities: Computer support on Windows XP / Windows 7, Windows 8  
desktops/laptops interoperating on Windows 2003/2008 domain Utilize Remote  
Assistance/Desktop to quickly and effectively resolve technical issues Configure, administer and  
repair PCs, laptops, printers, scanners and other peripherals Perform hardware and software  
diagnostics and coordinate repairs Provide Microsoft and Commercial Off The Shelf application  
training when needed Inventory management and the development of database reports Provide  
first tier computer support on Windows XP/ Windows 7, Windows 8 desktops and laptops using  
Microsoft Office Professional Suite and various COTS applications Assist Help Desk and Desktop  
Technicians in isolating and resolving system problems Use tracking system to log, track, and  
research information systems trouble calls Perform hardware diagnostics and coordinate repairs  
Assist in recommending system changes to meet changing requirements Provide successful  
implementation and migration of new deployments IT Service desk Contractor NVT Staffing October  
2016 to November 2017 Point of contact for phone calls and email escalations for IT services  
Tier 1 support for troubleshooting IT related issues from in-house software to hardware, such as  
iPhones, Laptops, PCs and Printers Troubleshoot basic network issues such as ADSL broadband  
issues Collaborate with the infrastructure support team for resolve prolonged systems

malfunctions    Manage phone tree call log in the Service Desk Call Logging system (SCSM) to ensure maintenance and audit integrity    Take ownership of user problems and follow up the status of problems on behalf of the user and communicate progress in a timely manner    Provide customer service and front end support for systems malfunctions communicated by all users, ensuring timely resolution as designated in service level agreements, and maintaining on time communication with customers Administrator I Maximus Incorporated July 2014 to December 2015    Assisted in the administration of personnel activities supporting Human Resources and management supporting a federal call center contract for a large health and human services agency.    Assisted the corporate Human Resources (HR) department and project management in carrying out various human resources programs and procedures for all project employees.    Assisted in the administrative activities associated with recruitment, selection, and retention efforts such as creating job requisitions, placing ads in newspapers and other sourcing sites, prescreening applications and resumes, conducting reference checks and coordinating initial interviews when requested. Responded to department requests for temporary staff and coordination activities with agencies Maintained appropriate recruiting materials such as interview sheets    Generated human resource reports based upon project management requests.    Performed and provided support in other HC activities as assigned. Unarmed Officer Unarmed Security Officer Allied Barton Security - Reston, VA July 2013 to May 2015    Secured and patrolled premises and personnel by patrolling property; monitoring surveillance equipment; inspecting buildings, equipment, and access points; permitting entry.    Prevented theft and damage by reporting irregularities; informing violators of policy and procedures; restraining trespassers. Obtained help by sounding alarms. Controls traffic by directing drivers. Server IHOP October 2012 to October 2013    Prepared restaurant tables with special attention to sanitation and order    Attended to customers upon entrance to the restaurant Presented menus, served and helped customers select food and beverages Education Bachelors in Information Technology Strayer University Present Skills MICROSOFT OFFICE (8 years), MS OFFICE (8 years), WINDOWS 7 (8 years), ACCESS (8 years), APPLICANT TRACKING SYSTEM (6 years), Windows, Javascript, Technical Support, Active Directory, Networking

Certifications/Licenses Business technology, Customer Service March 2004 to Present Additional  
Information Areas of Expertise Microsoft Office (Word, Access, Excel, PowerPoint, Project, Visio,  
Outlook) Lotus Notes Windows (Windows 7,8, 10) Deltek/Cost Point 6 and 7 Cognos  
Reporting System ICIMS-Applicant Tracking System Inter-Tel Telephone System Benefits  
Focus (Benefits Administrative Portal) ePAF (Electronic Personnel Action Form) Genesys

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