

Desktop Support Technician Desktop Support Technician Desktop Support Technician - Trident Technologies Missouri City, TX Seeking a challenging IT position with a progressive organization that will utilize my technical abilities with the opportunity for growth and advancement. Work Experience Desktop Support Technician Trident Technologies - Vicksburg, MS December 2017 to Present Support desktop and notebook systems Assist users with technical issues related to Windows or Macintosh desktop or notebook system client application software, printers, or mobile device Perform desktop and laptop imaging and installation as needed Install printers and other peripherals as needed Configure, maintain, and troubleshoot mobile device software Record all work in a helpdesk ticketing system Provide professional, courteous, prompt, and accurate IT support and solutions to corporate end users Technical Support Specialist Colliers International - Chicago, IL October 2016 to October 2017 Provide desk side support for hands on issues Provide phone support to users in onsite office location or remote locations Familiarity with remote desktop support tools Respond to requests and incidents by phone, email, support queue, and on-site visits, or remote control sessions Perform problem resolution research and document solutions Escalate out of scope or unresolved tickets to appropriate IT personnel Participate in technology implementations, both corporate wide and business-unit based Perform Board-Room presentation setups Replace failed phones, printers, network cables Assist with company based software/hardware deployments Maintain and track hardware inventory Coordinate office needs with Regional IT and local office managers Replace failed hardware on desktop and laptop computers Image laptops, desktops, and workstations Setup/provisioning of New Hire equipment Assist in LAN/WAN operations; including setup, support, documentation Coordinate office/cubicle setup and moves Installation and configuration of network printers is met Operational knowledge of networking, telephone, and infrastructure concepts Information Systems Analyst Zensar Technologies - Chicago, IL March 2015 to October 2016 Provide desk side support for hands on issues Provide phone support to users in onsite office location or remote locations Familiarity with remote desktop support tools Respond to requests and incidents by phone, email, support queue, and on-site visits, or remote control sessions Perform problem

resolution research and document solutions Escalate out of scope or unresolved tickets to appropriate IT personnel Participate in technology implementations, both corporate wide and business-unit based Perform Board-Room presentation setups Replace failed phones, printers, network cables Assist with company based software/hardware deployments Maintain and track hardware inventory Coordinate office needs with Regional IT Manager and/or local office managers Replace failed hardware on desktop and laptop computers Image laptops, desktops, and workstations. Setup/provisioning of New Hire equipment Assist in LAN/WAN operations; including setup, support, documentation Coordinate office/cubicle setup and moves Installation and configuration of network printers is met Operational knowledge of networking, and telephone concepts IT Consultant PCS International - Chicago, IL June 2014 to March 2015 Work with clients in person and remotely to resolve technology issues quickly and professionally Assist in the design, implementation, and support that address a wide range of client types, budgets, and needs

Provide desktop solutions ranging from Windows XP to Windows 8 Provide some Apple Macintosh, Smart Phone, and tablet support Network Security Analyst Premier Farnell/Newark - Chicago, IL June 2012 to June 2014 Upgraded, managed, and monitored McAfee Web Gateway, F5 LTM/ASM, and LaCie FTP storage devices Managed and monitored Cisco and Checkpoint firewall devices Monitored ticketing system to resolve network and security issues Created standard operating procedure documents Participated in security and network incident investigations Performed other duties assigned by management Service desk Analyst Premier Farnell/Newark - Chicago, IL August 2008 to June 2012 Provided customer service and support for Work At Home agents Setup desktops and laptops by configuring operating systems, email, mapping drives and printers and other peripherals Logged trouble tickets/calls from the customer in Supportworks ticketing software Performed basic testing of network or supported applications, workstations and printers to resolve problems Education A.A. in Computer Forensics ITT Technical Institute - Chicago, IL 2012 B.S. in Computer Science Grambling State University - Grambling, LA 1985 Assessments Technical Support Proficient August 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results:

https://share.indeedassessments.com/share_assignment/2gy9dr9gl7-s9hsx Basic Computer Skills: PC Proficient August 2019 Measures a candidate's ability to perform basic computer operations, navigate a Windows OS, and troubleshoot common computer problems. Full results: https://share.indeedassessments.com/share_assignment/hkzsawuxkgivtdft Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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