

Desktop Technician/ scheduling manager Desktop Technician/ scheduling manager IT Specialist
San Angelo, TX Computer Technician with background in imaging, printer installation, hardware
maintenance, a variety of OS (Desktop and Server,) Active Directory and Exchange. Seeking
challenging position with opportunities for expanding upon existing skill base Authorized to work in
the US for any employer Work Experience Desktop Technician/ scheduling manager Powersystems
Computers - San Angelo, TX August 2016 to Present Repairing desktop and laptop computers for
business and residential customers. Assisting higher level techs in any needed capacity from
troubleshooting and repairing POS stations to configuring routers and creating backups. Handling
scheduling of technicians, assisting tier 3 and server techs to maintain and upgrade equipment,
Experience with Office 365 business deployment and use. Help Desk Technician NewQuest IT
Solutions April 2015 to July 2015 Help desk troubleshooting Remoting into locations and
troubleshooting issues Traveling to locations and troubleshooting PCs and wiring Deploying new
PCs with required updates and security software Network Administrator, The Kent Companies
Help desk troubleshooting Running and terminating cat5e cables Remoting into locations and
troubleshooting issues Traveling to locations and troubleshooting PCs and wiring Deploying new
PCs with required updates and security software Network Administrator/ IT Manager American
Lenders Service Co September 2014 to April 2015 Answered user inquiries regarding computer
software and hardware operation Set up equipment for employee use. Installed and performed
repairs to hardware, software and peripheral equipment, following design and installation
specifications Conducted computer diagnostics to investigate and resolve problems and provide
technical assistance and support Education GED Howard College 2009 Skills Active Directory,
Desktop Support, Help Desk, MAC, Service Desk, Tech Support, Networking, Windows, Technical
Support, Customer Service, Microsoft Office, Sales, Windows 7, Javascript, security, access
Additional Information COMPUTER SKILLS Qualifications 5 years of experience in an IT
environment Experienced in creating and maintaining users in AD and Exchange Excellent
customer service skills Hands on experience with a variety of services and software Microsoft
Office, Datto, Intermedia, Intronis, Trend Micro, Webroot, etc. Service/ Help desk experience

Ready to be A+ certified Working on Network+ certification Aiming towards MCSE

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