

Technical Support Technical Support IT Consultant with MBA Skills Washington, DC To obtain a challenging position within a dynamic corporation that utilizes strong analytical skills, object oriented programming techniques, database management skills, excellent communication and organizational skills and project management knowledge from concept to completion with deadline sensitivity.

Work Experience Technical Support Allergy Services of North America - Atlanta, GA May 2017 to January 2019

- \* Provide incident management for issue identification, diagnosis, troubleshooting, tracking, escalation and resolution for hardware and software issues relating to laptops.
- \* Fulfill requests related to new set-ups, software installations, permissions, configurations, etc.
- \* Responsible for reimaging computers/hard drives in accordance with standards
- \* Assist with user identity and access management such as new user set ups and password resets
- \* Ensure full ownership of issues from end-to-end to reach resolution for all appropriate requests and incidents
- \* Responsible for projects or miscellaneous duties as requested or assigned
- \* Responsible for designing organizational brochures and documentation for marketing purposes
- \* Supported with the reconfiguration and re-design of company website

IT Help Desk Technician Jubilee Christian Church HOG - Stone Mountain, GA April 2016 to January 2019

- \* Perform remote troubleshooting through diagnostic techniques and pertinent questions
- \* Responsible for responding to requests for technical assistance in person, by phone and electronically
- \* Determine the best solutions of software based on the issue and detailed provided by customers
- \* Responsible for supporting the Jubilee Leadership team during key presentations and board meetings.
- \* Responsible for maintaining and creating documentation for technical troubleshooting and best practices
- \* Ensure to provide accurate input regarding methods to increase operational efficiencies and technical product improvements
- \* Provide internal expert support to Senior Pastor on conference software
- \* Assist in multimedia production for live church services, using ATEM software for Video mixing

IT Assistant Pacific Institute of Technology - Morrow, GA April 2016 to May 2017

- \* Responsible for providing technical support to the organization for information technology related problems
- \* Assisted employees with telephone, email or helpdesk ticket inquiries to resolve general IT issues and problems
- \* Escalated unresolved issues to the lead specialist or Manager
- \* Provided support

and incident management and client communications for IT systems faults especially during class projects

- \* Assisted in setting up Prometric exams for both internal and external students

Database Administrator City of Atlanta Department of Watershed Management - Atlanta, GA June 2015 to August 2015

- \* Installed and configured Oracle 12c Database Management System
- \* Performed full, differential and daily backups in Oracle 12c and MS SQL Server
- \* Configured a recovery path in Oracle 12c and MS SQL Server
- \* Ensured that ITIL standards were met and sustained
- \* Supported functional IT teams with database related technology issues
- \* Planned and performed database recovery drills

Education Masters in Business Administration Morgan State University - Baltimore, MD 2020

MSc. in Information Technology Kennesaw State University - Kennesaw, GA 2015

BSc. in Electronics and Computer Engineering Lagos State University 2011

Skills Database, Sql server, Mysql, Oracle, Sql, Power bi, Html, Php, Reporting tools, Tableau, Java, Database management, Bi, Tech Support, Desktop Support Assessments Basic Computer Skills: PC Highly Proficient June 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/wo3lm-4yxz0zmrj](https://share.indeedassessments.com/share_assignment/wo3lm-4yxz0zmrj)

Technical Support Expert June 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/7i3aumgrsv5aibas](https://share.indeedassessments.com/share_assignment/7i3aumgrsv5aibas)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

TECHNICAL SKILLS

PROGRAMMING: SQL, PHP, JAVA, HTML

REPORTING TOOLS: POWER BI, TABLEAU

DATABASE MANAGEMENT: SQL SERVER, MYSQL, ORACLE 12C

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