

Jr. Customer Service Administrator Jr. Customer Service Administrator Philadelphia, PA Authorized to work in the US for any employer Work Experience Jr. Customer Service Administrator F1 Computer Solutions - Philadelphia, PA January 2016 to Present Responsible for setting up and providing technical support for desktops, laptops, phones and tablets at the US Drug Enforcement Administration (DEA). Manage users and computers in Active Directory. Manage network hardware and networked devices. Set up and manage system backups. Professional: Technical Support Computer Sciences Corporation - Philadelphia, PA September 2014 to December 2015 Support users of the Legal Solutions Suite software via phone and email. Helped connect employee computers to remote desktop application. IT Systems Intern Dechert LLP - Philadelphia, PA April 2013 to September 2013 Provide technical support for applications and hardware. Helped create internal website pages using Microsoft SharePoint. Responsible for organizing and maintaining tape backups. Technical Support Drexel University - Philadelphia, PA March 2012 to March 2013 Provided on-site technical support to students, faculty, and staff. Responsible for equipment and network configuration. Detected and removed viruses and malware. Troubleshoot and repaired computer issues. Digital Media Assistant University of Pennsylvania Museum - Philadelphia, PA March 2011 to September 2011 Responsible for the digitization and preservation of archaeological records. Utilized Mac computers to scan and transcribe documents. Education Bachelor of Science in Information Technology Drexel University - Philadelphia, PA 2014 Additional Information Computer Skills -Hardware - PC, Mac -Software - Microsoft Office (Word, Excel, PowerPoint, Outlook), Active Directory, Adobe Photoshop -Operating Systems - Windows 7, 8/8.1, 10 -Mobile - Android, iPhone

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