

ITS Lead Assistant, Information Technology and Security ITS Lead Assistant, Information Technology and Security ITS Lead Assistant, Information Technology and Security Buford, GA Authorized to work in the US for any employer Work Experience ITS Lead Assistant, Information Technology and Security Corporacion Express de Merida C.A April 2013 to April 2014 Administer ITS functions to ensure efficient operations and deliver good customer experience Accept technical support calls and document them Dispense technical support issues to the appropriate technician Troubleshoot and resolve basic network, operating system, server access and software issues Supervised a group of four assistants to provide customer guidance and enhance customer satisfaction Externship IT INFORMATION TECHNOLOGY ( IT) March 2010 to July 2010 Respond to requests for technical assistance in person, via phone, electronically Diagnose and resolve technical hardware and software issues Research questions using available information resources Advise user on appropriate action Follow standard help desk procedures Log all help desk interactions in ticketing system Redirect problems to correct resource Identify and escalate situations requiring urgent attention Track and route problems and requests and document resolutions Inform management of recurring problems Stay current with system information, changes and updates Analyst, Information Technology and Security December 2007 to May 2009 Support computer applications and platforms for end users Deliver user support and customer service to end users Troubleshoot problems and advise on the appropriate action Education Associate Instituto Universitario Tecnológico Antonio Jose de Sucre October 2011 Skills Information Technology, MAC

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