

Network Administrator Network Administrator Far Rockaway, NY Work Experience Network Administrator LaGuardia Community College - Long Island, NY January 2019 to Present Used remote access to perform troubleshooting when needed Installed and updated software to ensure that computers remained fully operational Provided technical support for Mac and Windows laptop and desktops users Responded to incoming repair requests via telephone and email, expediting critical issues to be handled in a timely manner Provided support for connections of school email to laptops and synchronization to iPhone and Android wireless mobile devices Utility Technician USIC - Long Island, NY April 2017 to April 2018 Inspected electrical utility infrastructure and reported any deficiencies Read and interpreted prints to locate underground utilities to assist in Con Edison and National Grid repairs Responded to issued work tickets, photographed each location, and updated work log Operated different electronic detection equipment, to locate and mark under-ground facilities within prescribed accuracy limits Network Administrator LaGuardia Community College - Long Island City, NY January 2015 to January 2016 Used remote access to perform troubleshooting when needed Installed and updated software to ensure that computers remained fully operational Provided technical support for Mac and Windows laptop and desktops users Responded to incoming repair requests via telephone and email, expediting critical issues to be handled in a timely manner Provided support for connections of school email to laptops and synchronization to iPhone and Android wireless mobile devices IT Repair Staff Staples - New York, NY February 2015 to August 2015 Provided technical hardware and software assistance onsite, in customers' homes, and via telephone Assisted customers remotely and in person with step-by-step process for troubleshooting hardware issues, anti-virus program installations and virus removals Generated and responded to helpdesk tickets in a timely fashion IT/Secretary Assistant Barry University - Miami, FL January 2010 to June 2012 Maintained and updated university's Mac and Windows computer systems and network Organized files and updated pertinent documents using Excel spreadsheets Helped students with accessing login credentials and updating systems on their devices Provided tech support to users via remote access to remove viruses and corrupted files Arranged and confirmed consultation appointments for students and faculty

Assistant Sales Manager Target - Sunrise, FL August 2011 to January 2012 Maintained product knowledge of electronics to explain features to customers and answered their questions regarding various merchandise Processed cash, credit, and debit transactions, as well as returns and exchanges using POS system Coached, trained, and motivated sales team to achieve monthly targets Education Associate in Science degree in Computer Science LaGuardia Community College - Long Island, NY December 2019 Skills C++, Html, Python, Java, Mac Additional Information Dynamic professional with diverse experience in IT, business development and office management. Highly motivated, easily adaptable, and detail-oriented team player, as well as self-starter.

TECHNICAL SKILLS Operating Systems: Windows Vista, Mac OS X Programming Languages: Java, HTML, C++, Python Software: Microsoft Office

Name: Melissa Turner

Email: pdorsey@example.org

Phone: 282.351.9667