

Help Desk/Product Support Specialist Help Desk/Product Support Specialist Web Developer at Lambda School Milwaukee, WI Software Engineer | Darionsuggs.com Work Experience Help Desk/Product Support Specialist Civic Smart - Milwaukee, WI May 2018 to June 2019 Perform basic technical system diagnostics & upgrades maintenance and problem resolution of all Meters, Handhelds and computer systems, equipment and software in the organization including Virus & Malware Removal and Printer, Scanner, Fax, Phone maintenance Responsible for installing, configuring, testing, maintaining, and troubleshooting hardware and software problems, and Meter devices Documenting all pertinent end-user information, including name, contact details, and nature of problem or issue Respond to telephone calls, emails, and personal requests Remote desktop assistance to customer's computers Supported and maintained effective relationships with users Diagnosed and repaired PCs, Meters, HandHelds including hardware component replacement, and virus cleanup Web Developer Nijee Holdings - Milwaukee, WI November 2017 to May 2018 Creating the web-based promotional collaterals for different campaigns Developing, enhancing and maintaining websites using HTML, XML, CSS and Javascript Optimizing home and landing pages Developing customizable online presentations Designing multimedia presentations for various events Currently learning MERN stack and how to deploy it. Technician BestBuy / Geek Squad - Milwaukee, WI June 2016 to November 2017 Provided technical support in-person and over the phone Performed hardware and software installation and repair Refurbished and setup PC's and peripheral devices Setup/troubleshoot home networks for clients.

Troubleshoot customer A/V issues Help other techs with outstanding strategies. Technician DIRECTV - Milwaukee, WI March 2015 to June 2016 Responsible for completing all installation maintenance and repair calls scheduled for the day for Direct TV customers. Often acted as a continuing resource for Direct TV customers with questions. Assisted in developing marketing materials to attempt to gain more Direct TV customers. Education Diploma Milwaukee Achievers High School Associates Degree in IT Help Desk Milwaukee Area Technical College Skills technical support (Less than 1 year), Help Desk, Desktop Support, Tech Support, Active Directory, Service Desk, Helpdesk Support, Reactjs (1 year), Nodejs (2 years), Javascript (2 years)

Certifications/Licenses A+ Certified

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