

IT Support Analyst IT Support Analyst IT Support Analyst Seattle, WA Authorized to work in the US for any employer Work Experience IT Support Analyst Evergreen Home Loans - Bellevue, WA May 2017 to August 2017 Provided technical assistance to customers on inbound telephone tech support calls Used remote access to perform troubleshooting when needed Walked customers through step-by-step process for troubleshooting hardware issues Assisted customers with anti-virus program installations and virus removals Installed and maintained company's computer systems (Windows), Software (Adobe, Microsoft Office, Etc.) and Hardware (Printers, Desktops, Laptops) Documented help desk tickets/resolutions and provided overall assistance Security Specialist Security Industry Specialists, Inc - Seattle, WA August 2016 to May 2017 Monitored multiple security systems for Fortune 500 Companies Respond to user service requests and expediently resolve trouble tickets to maximize system uptime Administered exceptional customer service and respond to client's work-related accommodations Responsible for issuing proper identification to obtain access to building and events Investigate arising incidents caused by malicious activities and identified false positives Documented security events daily to create a baseline of activity for the client Administrative Assistant Holland & Terrell Library - Pullman, WA August 2013 to June 2016 Managed and monitored hardware/software faults and solved technical and application problems Used ticket system to report incident to appropriate individuals Systematized, coded and executed thousands of literacy materials for easy access to public Provided end user hardware support on a as needed basis Supported Active Directory and Exchange Provided patrons assistance on library software and document deliveries online Demonstrated proficiencies in telephone and front-desk reception within a high-volume environment. Researched and rapidly solved problems and rebuilt patrons trust. Multicultural Student Advisor WSU September 2014 to March 2015 Liaison to incoming freshmen and transfer students at WSU by exercising excellent communication skills Ensured students met educational goals as primary guide through degree requirements Education Management Information Systems Washington State University Pullman - Pullman, WA May 2016 Skills SQL, Visual Studio, C++, HTML, Active Directory, Exchange, Outlook, Remote Support, Ticketing, Technical Support,

Managing Information Technology, Management Operations, Creation of KPI's, Business analytics, Financial accounting, Enterprise Business Process Analysis, Enterprise Business Development, Data Management, Microsoft Office Suite (Excel, Access, PowerPoint etc.), Telephone and Front Desk Reception, Customer Service, Database and Records Management Groups Alpha Phi Alpha Chapter President August 2015 to May 2016 Represented Chapter in National Pan-Hellenic Council, Center for Fraternity and Sorority Life meetings Communicate on behalf of Chapter to WSU, Community, and Fraternity's far west Region and Nationals Facilitate weekly chapter meetings to organize community service, compliance and other chapter duties

Name: James Hayden

Email: stevensjamie@example.net

Phone: 001-789-592-5895x31421