

IT Service Desk Agent - Level 1 IT Service Desk Agent - Level 1 IT Service Desk Agent - Level 1 - American Red Cross Johnstown, PA Graduated from Robert Morris University to obtain Bachelor degree in Computer Information Systems. Graduated from Pittsburgh Technical Institute in 2013 with an Associate Degree emphasizing Network Administration. Gained skills and experience working with computer systems and networking equipment in a vocational technical school environment. Possess two certifications in the CCNA Discovery Program. Currently working on an IT Service Desk for a non-profit organization. Work Experience IT Service Desk Agent - Level 1 American Red Cross - Johnstown, PA May 2017 to Present Call center IT support for nationwide organization. Customer service, problem solving, IT related troubleshooting and documentation development. Provides guidance for co-workers as well as training. Researching new software and procedures. Development of guidance documentation platform. IT/ Network Administrator Secura Desktop Management - Wexford, PA October 2015 to August 2016 Managed servers and desktops, installed software and hardware, provided general IT support via phone and email, worked with customers on purchasing new systems, network/system planning and implementation. Windows Server 2012; Windows XP, vista, 10; Hyper-V; Microsoft Office/365; Exchange; Computer hardware and software. Customer service, communication, support ticketing system, System planning and building, Cabling. IT Intern Paragon Asset Recovery Services Inc - Moon, PA October 2012 to January 2013 Day-to-day IT professional duties, Set-up/rebuilt computers for employees, documented reports from computers and applications, maintained servers and networking equipment, tested new software and reported findings to superior, researched products for the company. Windows Server 2008; Windows XP, vista, 10; VMware, Exchange. Education Bachelors in Information Sciences Robert Morris University - Moon, PA December 2017 Associate in Science in Network Administration Pittsburgh Technical Institute - Oakdale, PA January 2013 Skills WINDOWS XP (1 year), MICROSOFT OFFICE (Less than 1 year), MS OFFICE (Less than 1 year), ACTIVE DIRECTORY (Less than 1 year), Active Directory (1 year), HTML 5 (1 year), CSS (1 year), Windows 7 (3 years), Windows 8 (3 years), Windows 10 (2 years), Technical Support (2 years), Customer Service (2 years), Research (2 years) Additional Information Operating Systems

Windows Server 2008, Windows Server 2003, Windows 2000 Server, Windows NT 4.0 Server, Windows 7, Windows Vista, Windows XP, Windows NT 4.0 Workstation, Windows 98, MS-DOS, Linux Applications/Services/Utilities Microsoft Exchange, Backup Exec 12, Microsoft IIS, Microsoft SQL, Microsoft Office Suite, DHCP, DNS, Active Directory, WinPE, Terminal Services, VMware

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