IT Support Specialist IT Support Specialist IT Support Specialist Schaumburg, IL Astute IT professional with extensive history of increased responsibility. Proven track record of network and user service management. Open to a position where my experience can be utilized to improve internal and/or external client satisfaction.   ? Diagnose hardware and software problems and replace defective components.   ? Determine causes of operating errors and seek permanent solutions.   ? Perform routine network startup and shutdown procedures and maintain control records.   ? Design, configure and test computer hardware, networking software and operating system software.   ? Understand the implications of new information for both current and future problem solving and decision-making. ? Research new technology and implement it or recommend proper implementation. ? Recommend changes to improve systems and network configurations and determine hardware or software requirements related to such changes.   ? Consult with network users about how to solve existing system problems. ? Maintain an inventory of parts for emergency repairs. Work Experience IT Support Specialist Air Line Pilots Association, Int'l - Rosemont, IL January 2014 to September 2018 o Set up OS on Windows and Mac computers o Printer and scanner setup and maintenance o Outlook setup and support o Active directory o Microsoft Exchange o Troubleshooting devices o Scrubbing data o Imaging o Restoring data o Time machine backups o Setting up conferences and video links o Helpdesk support o Software installation and hardware upgrades o Inventory and APC management VinaKom, Sr. Network Administrator/Technical Support Imaging - Schaumburg, IL July 2010 to May 2013 o Call center operations (open, assign, escalate, close and review internal trouble tickets) o Opening trouble tickets with ISP vendors (Century Link, AT&T, Wind Stream) o Technical support and assistance on site   o Creating and processing work orders o Installing OS, software, applications and devices to meet user standards or requirements o Build and repair desktop computers, laptops and servers o Installing and configuring the peripherals, components and drivers o Creating and maintaining email mailboxes and backups (MS Exchange) o Configuring and troubleshooting Microsoft Outlook and Outlook express. o Administration of biometrics system (Bio-Office), locks, fingerprint & keycard users, o Installation, management, upgrade and maintenance of TemPager server and alerts o

Recovering lost, erased data or files, and lost login credentials (Windows and Mac OS) o Virus Protection and Eradication o Computer imaging with Symantec Ghost, Acronis true image and Deepfreeze o Remote administration by RDP, VNC Viewer, Remote administrator and Team Viewer o QuickBooks, installation, backup and management o Supporting and troubleshoot users mobile devices (Android & IOS) o Purchasing equipment o Generating monthly, and yearly expense reports o Shipping and receiving operations o Data center and network equipment damage claims processing o Sales of service and equipment Education High school or equivalent Skills Linux (Less than 1 year), Mac (2 years), Mac os (Less than 1 year), maintenance (2 years), Microsoft office (Less than 1 year), Ms office (Less than 1 year), Multi-tasker (Less than 1 year), Problem solver (Less than 1 year), team player (Less than 1 year), Desktop Support, Service Desk, Active Directory, Help Desk, Tech Support Certifications/Licenses Microsoft Office 2000 November 2000 to November 2020 A valid IT Specialist certification

Name: Sarah Harris

Email: deborah45@example.net

Phone: 001-240-752-5081x5997