DEBORAH C NALLS

COMPUTER HARDWARE TECHNICIAN

CONTACTS

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CAREER OBJECTIVE

To work and practice my knowledge as a Computer Hardware Technician and become a valued member of a growing company.

EMPLOYMENT

Computer Hardware Technician - QTI Group
2016 – Present

- Attended committees and IT group meetings on campus and served as the College's representative.
- Provided on-site tech support to include installation, maintenance, and repairs of desktops, laptops, and peripherals.
- Instructed customers in the operation and maintenance of their equipment as needed.
- Maintained computer and parts inventories, configurations, and other network records.
- Assisted internal customers as needed to gather and coordinate the utilization of systems and software capabilities to generate reports and other technical documents.

Computer Hardware Technician - GEEP Barrie Inc.
2014 – 2016

- Assisted in the design, coding, and testing of technical solutions for web systems and web pages as needed for the research groups, department, and the College.
- Moved from site to site to help with network and break-fix issues.
- Diagnosed and repaired PCs and all other network-related equipment within cost-effective standards.
- Checked and analyzed equipment requests to determine the adequacy of such requests.
- Documented and maintained detailed service, installation, and maintenance records.

EMPLOYMENT

Computer Hardware Technician - J & N Computer Services
2012 – 2014

- Identified and provided solutions to system issues based on staff input.
- Reviewed proposed equipment and systems to ensure that such proposals were feasible and complied with established requirements, regulations, and procedures.
- Performed a combination of administrative duties necessary to assist technicians in efficiently installing and maintaining information systems.
- Implemented a preventative maintenance program.

SUMMARY OF QUALIFICATIONS

- Exceptional experience in troubleshooting Windows operating systems.
- Familiar with Active Directory, Windows Server 2003/08.
- Familiar with router config, port forwarding, and Remote Desktop setup.
- Sound knowledge of operating systems, such as Windows 7, XP, and Vista.
- Outstanding knowledge of Microsoft Office 2007-2010.
- Profound knowledge of printer sharing and file sharing in Windows Systems.
- Thorough knowledge of web development using Dreamweaver software.
- Proficient in installing, configuring and supporting Microsoft Office 2003/2007 Software (Word, Excel, Access, PowerPoint, Outlook).
- Proficient in the use of Windows and Leopard operating systems.
- Able to interact well with other people.
- Amazing ability to work independently.
- Ability to be on call after normal business hours as needed.
- Outstanding ability to troubleshoot issues across the overall infrastructure stack (server/network/client).
- Remarkable ability to build small office networks from the ground up.