**DEBORAH C NALLS**

COMPUTER HARDWARE TECHNICIAN

**CONTACTS**

**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.

3547 Bungalow Road

Omaha, NE 68104

(402) 980-2276

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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.

**CONTACTS**

**EDUCATION**

Bachelor's Degree in Computer Science, 2012

Argosy University, Sarasota, FL

**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.

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