

Adrian Dunham

641 Mag Sluder Rd, Alexander, NC 28701

(828)-398-9038

adunham95@gmail.com

Objective:

Obtain a long term career position in Information Technology Desktop Support and become a diligent asset to an established organization.

Skills and Knowledge:

- Operating Systems - Windows 7, 8, 8.1, 10, Mac OS X, Android systems, tablet and cellphones
- Imaging - Dell's Kace Box, SCCM
- Programs - Microsoft Office 2007, 2013, Cherwell Service Management
- System deployment using Scripted Installation
- Proficient in computer repair and administrative organizing.
- Problem solving skills.
- Effective interpersonal communication skills.
- Ingenuity and innovation in all aspects of the job

Education:

Western Carolina University

August 2013-Current

- BS in Business Administration
- Computer Information Systems Concentration
- Expected Graduation May 2017

Experience:

Western Carolina University, Desktop Service Technician -Cullowhee, NC

May 2015-Current

- Hardware Repairs and Dell laptops and desktops
- Assist students and staff in basic and advanced computer troubleshooting, virus removal, performance issues, and hardware issues
- Performing system re-imaging using SCCM
- Experience with the the Cherwell Customer Service Management

Western Carolina University, Student Help Desk Assistant -Cullowhee, NC

January 2014-April 2015

- Assisting students in basic computer troubleshooting including virus removal, wireless issues, performance issues
- Software support with Windows 7, 8, 8.1, 10 and Mac OS X
- Hardware repairs on Dell laptops and desktops
- Hardware repairs on Apple laptops and desktops
- Performed system diagnostics on Apple Service Toolkit

- Experience with the the Cherwell Customer Service Management

Asheville High School, Helpdesk IT Support Technician

June 2012 – August 2012, June 2013-August 2013

- Provided hardware and software technical support for approx.700 students and faculty using MS Windows XP,7, MS Office 2007, and various software products.
- Provided hands-on technical support and hardware repair on all Dell Latitude 2100, Lenovo X120e laptops.
- Performed system re-imaging using Dell Kace Box.
- Resolved all common and uncommon computer problems including viruses, slow performance, errors, software installation and configuration, wireless networks, and peripheral problems.
- Managed the deployment Windows laptops and configured client workstations.
- Resolved internet connectivity issues by troubleshooting network connections.
- Provided a timely resolution for all technical support and technology issues.
- Resourceful in handling competing priorities in a fast-paced environment.

Asheville City School District, Internship-Asheville, NC

January 2013- June 2013

- Provided technical support for MS Windows 7, MS Office 2007, 2010
- Hands on support and repair of Dell and Lenovo desktops
- Deployed desktops to site
- Deployed images using Dell Kace Box
- Create an image for Dell Kace Box
- Assisting in providing technical support for a Windows Enterprise environment

References upon Request