RONALD S. STEPHENS

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SUMMARY

Professional IT support technician with over 8 years of experience in the IT field. A fast learner whose IT experience includes installing operating systems, providing phone and email support, as well as troubleshooting hardware/software issues. Adds value to any company through a strong work ethic and ability to quickly grasp new concepts.

TECHNICAL SKILLS

• Hardware — Hard Drives, Floppy Drives, CD Rom Drives including R/W, Expansion Cards, SCSI Drives, Power Supplies, Monitors, RAM and CPU’s

• Software — Windows 3.11, 95, 98, 2000, XP, Windows 7, Windows 2003 Server, Windows Office 2007 including Publisher, MS Outlook, Tivoli backup system, Helpstar ticketing system, Ghost, CD burning, Proxy Master, Webex, CISM/Remedy ticketing system.

• Peripherals — Printers: HP models Laserjet 2200,2300,4000,4050,4100.4200,4300; Color Laserjet 2500,4500,4550,4600,5500, Scanners, Digital Cameras, USB Hubs, voice recognition, and card readers.

• Other Related Skills — LAN Management, excellent written and oral communication, project management, technical writing, training, and strong problem-solving skills.

PROFESSIONAL EXPERIENCE

Atos Helpdesk Agent 2011 — Present

• Provide phone and email support for Freightliner Applications.

• Duties include: installing software, resolving printing issues, and account management.

• Documentation of issues in CISM ticketing system.

• Light networking.

The Vancouver Clinic Helpdesk Analyst/Network Support Technician 2006 — 2010

• Phone support for all hardware/software issues

• Performed hardware change outs and software installations.

• Utilized remote desktop to resolve client problems.

• Created trouble tickets.

• Responsible for new hire orientation with the IT department.

• Performed new inventory setup and deployment.

Bodycote Material Testing Customer Service Manager/Chemistry Technician 2004 — 2006

• Provided positive customer service in order to ensure complete material testing.

• Tested metal for sample composition.

• Performed some networking and tape backups.

Solectron Global Technical Support/Help Desk for HP Printers 2003-2004

• Provided phone support for LaserJet HP printer issues.

• Troubleshot network, printing, and toner issues.

• Created and tracked helpdesk tickets.

EDUCATION (OR PROFESSIONAL TRAINING)

Associate of Science in Computer Networking Clark College

Network + Certified

MCP Certificate

A+ Certified

PROFESSIONAL ORGANIZATIONS / VOLUNTEER WORK

• U.S. Navy Veteran

• Volunteer Free Geek