Provided technical support to users by researching and troubleshooting problems. Answered any questions that users had by identifying problems to guide users through the correct steps needed. Maintained and supported workstations, mobile devices, and printers.

**May 2021-August 2021 and May 2022-August 2022**

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Imaged computer

Instilled different software on computers (IBMi, Adobe, printer software)

Set-up workstations

Configured mobile devices (phones, laptops, Ipads)

IT Help Desk

Microsoft Products (Word, Excel, PowerPoint, Outlook)

Troubleshooting

Installing software (IBMi, Adobe)

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Active listener

Multitasking

Motivated to learn new things

Reliable

Date:2020

Date:2020-2023 Date:2023

**Adriana L. Lupton**

**501-326-2399 •** [**analupton20@gmail.com**](mailto:analupton20@gmail.com) **• Benton, Arkansas**

A hardworking and reliable employee focused on going above and beyond to support the team and serve customers. Interested in entering a career in IT with my personal and intern experiences. Motivated to continue to learn and grow as a person. Always looking for ways to improve productivity and customer satisfaction.

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Configuring printers and scanners

Configuring mobile devices

Imaging Computers

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Bauxite Highschool

Lyon College

UALR

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Responsibility Communication Cooperation Fast Learner

Outgoing

**IT Infrastructure Intern**

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**Professional Background**

**Skills/Traits**

**Education**

**Areas of Experience/Expertise**

**Professional Summary**