# {NAME}

Email: {EMAILADDRESS}

Address: {MAILADDRESS}

I am pursuing a return into the IT field by fulfilling a support role such as desktop support. I would assist co-workers and clients by providing solutions and offering suggestions when they encounter problems and difficulties with their computers and other office equipment. I believe that with my experience and knowledge, I can make a positive impact to the desktop support team and the company as a whole.

\* Please note that I have only listed my current job and past IT-relevant work experiences only.

WORK EXPERIENCE

## Business Office Clerk

Hardin Hyundai July 2012 to Present

Responsibilities

* Review and prepare bank deposit for all cash and credit transactions for Parts and Service Department
* Process activation and cancellation of optional product agreement on car deals
* Reconcile and remit payments for optional product invoices and statements
* Provide tech support to co-workers

## Systems Services Representative (Contract)

IBM Global Services July 2004 to September 2005

* Provided dedicated onsite desktop support for healthcare company employees
* Performed IMAC services both as lead and team member
* Assisted in software upgrades and system refresh projects

## Quality Assurance Tester

Square Soft Inc March 1998 to May 1999

* Tested gameplay mechanics of Sony PlayStation platform software for bugs and issues
* Served as a company kiosk demonstrator at the 1998 and 1999 Electronic Entertainment Expo

## Computer Lab Consultant

Campus Village Housing July 1996 to May 1997

* Supervised and provided assistance to residential computer lab users and staff
* Collaborated with other lab consultants and housing staff on projects
* Initiated and completed inventory and cataloging of the computer lab's software and equipment
* Participated in design process for the computer lab remodeling

EDUCATION

## BA in Environmental Analysis & Design

{UNIVERSITY}

1993 to 1998

CERTIFICATIONS

## Microsoft Office Specialist certification for Office Excel 2007

January 2011 to Present

## CompTIA Network+

July 2002 to Present

## CompTIA A+

July 2000 to Present

ADDITIONAL INFORMATION

Skills

* Installing, building, replacing, upgrading, and troubleshooting PCs and laptops
* Office equipment troubleshooting and maintenance
* Networking knowledge and experience. Some exposure to enterprise-level routers and switches
* Experience with most office suite software
* Some knowledge of HTML and SQL queries