Sonya Frost

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COMPUTER TECHNICIAN

Bringing computer troubleshooting acumen and hardware installation skills to maximize the overall efficiency of company.

PROFESSIONAL HIGHLIGHTS
• 1 year experience in computer support field
• A+ and MCSE Certified
• Strong command over Microsoft Server 2008
• Excellent computer software and hardware installation skills
• Experienced in LAN and WAN installation

AREAS OF EXPERTISE

❖ Application Testing	❖ Equipment Maintenance	❖ Scripting
❖ Software Configuration	❖ Anomalies Identification	❖ Patches Installation
❖ Server Images Building	❖ Documents Preparation	❖ Application Support

WORK EXPERIENCE

Computer Technician | ABC Company, St. Louis, MO | May 2008 – Present

• Communicate electronically and personally with computer end users experiencing problems in order to identify and document problem
• Check with user guides, technical manuals and support documents to research and find solutions
• Emulate and repeat technical problems meet by users
• Collect, systematize and record problems and solutions log for use by technical support analysts
• Take part in the redesigning of applications and other software
• Provide ongoing support to users regarding systems, network and Internet connectivity
• Supervise other technical support workers
• Provide advice and training to users

Desktop Support Intern | SpareFoot – St. Louis, MO | Summer 2007

• Assisted in imaging, setup and deployment of PCs and severs
• Installed PC software and peripherals
• Troubleshooted computer and network related hardware
• Supported, repaired and replaced software, hardware and peripherals
• Developed and improved strong communication, customer service, and technical skills

EDUCATION
Harris Stowe | 2015
BS in Technology