**Sonya Frost**

[sonya.frost@gmail.com](http://patternlab.betterweekdays.com/patterns/04-pages-02-employer-e-student-profile/04-pages-02-employer-e-student-profile.html)

**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

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| --- | --- | --- |
| **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