# DEMARIA WOODS

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**OBJECTIVE:** Seeking an IT position which will require me to utilize my abilities to resolve hardware and software issues including diagnosis and troubleshooting. Quickly able to learn and master new technology; equally successful in both team and self-directed settings.

**EDUCATION**

**Bachelor of Science in Computer Information Systems,** minor Computer Graphics Technology Jan. 2014 - Apr. 2017

University of Houston- Houston, Texas

**Overall GPA 3.5**

**RELEVANT PROJECTS**

**PC Assembly Project**, Richland College - Dallas, TX 2012

* Read and utilized all assigned materials (text, manufacture’s manuals, and instructor provided supplementary materials) to assemble and test working PC.
* Developed essential operating systems skills including how to use, setup, configure, troubleshoot and maintain all current microcomputer operating systems.

## EXPERIENCE

**Part-Time PC Technician III** Oct. 2014 – Current

Lone Star College, Houston, TX

* Worked with end users to identify and deliver required PC services; provided training and support to end users and staff on computer operation and other issues
* Installed, configured, tested, maintained, monitored, and Performed Level III troubleshooting on end user workstation hardware, networked peripheral devices, and networking hardware products
* Performed on-site analysis, diagnosis, and resolution of semi-complex PC/MAC problems for a variety of end users, and recommended and implemented corrective hardware solutions, including off-site repair as needed.
* Received and responded to incoming calls, pages, and/or e-mails regarding PC and/or hardware problems.
* Helped maintain an inventory of all monitors, keyboards, hard drives, modems, printers, scanners, and other peripheral equipment
* Assisted in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring PC performance
* Documented instances of hardware failure, repair, installation, and removal.
* Supported development and implementation of new computer projects and new hardware installations.

**SKILLS**

* Microsoft Office365 Suite
* Current network protocols, multiple operating systems
* Analytical and problem-solving abilities
* Troubleshooting hardware and software problems
* Altiris Deployment
* HTML/JavaScript
* Service-Now ticketing software

**CERTIFICATIONS**

* HP Certification
* CompTIA A+