

Catharina V. Kaltenbach

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SPECIAL SKILLS:

Knowledge in Windows 7, Database Programming (MSSQL) MS Excel (2013), MS Exchange (2010), MS Access, MS Office(2013), PHP, MSSQL, T-SQL, MySQL, Active Directory, Network CCNA.

SUMMARY QUALIFICATIONS:

- ASSOCIATE in Applied Science Degree of Information Technology
- ESL Certified (English Proficiency Certification)
- Industrie-und Handelskammer certified (IT SystemIntegration)

OBJECTIVE:

proactive, resilient, flexible, knowledge and understanding of application programs and Windows Operating System. Skilled in providing customer and end-user help desk support. Easily identifies and resolves technical issues and concerns. Works well independently, or in a group setting providing all facets of computer help desk support such as troubleshooting, installations, and maintenance.

EXPERIENCES and EDUCATION:

01.01-today Network Service Desk Operator in Griesheim

- Network monitoring using Lancom, Camelot, VAX/VMS etc.
- 2nd-Level fault analysis in all product areas including TeamViewer, CMMN, Putty/TerraTerm
- 2nd level troubleshooting and configuring cisco router, switch, DiGi router and Lancom router with network engineers on sites

- Audit and report service provider / sub contractor within EU including UK, Germany, France, Netherland, Austria, Spain and several countries in East Europe
- working with service providers for network rollout
- working and managing trouble tickets using line provider's service portals.
- Documenting all fault reports and communicates with Project Management on a daily basis
- Knowledge in VSAT, Cisco, GPRS and Telecommunications technology

13.11-01.01 IT Support at Ancla Logistik in Hofheim-Wallau

- Printer Tech Support
- Expinet, Pixi, EasyLog Software installation and configuration
- Basic 1st level Support
- Basic database maintenance and administration
- Exporting and importing flat files/XML files to Spreadsheets

05.17-12.10.2017 Continuing Education at Comcave College, WIESBADEN

- MCSA Server
- PHP with MySQL
- CCCNA Routing and Switching (ICND1 and ICND2)

07.16-12.31.2016 Evonik IT / TASC - IT Support (Thinclient-project)

- Set-up and configurations of various HW for users (TCs and mobile phones)
- Thinclient preparation (System updates and System Image installation)
- Support End User on site
- Optimized Hardware Inventory (Monitors, ThinClients, Desktops, Mobile Phones and Notebooks)

- On-Site Hardware Support (such as relocations, rollouts, Hardware pickup, set-up and delivery)
- Database maintenance (using Excel, Access and Arbis.Net)
- IT Support using HP Service Manager

01.2016-06.2016 Commerzbank / Univativ - TechDesk Support Analyst (London-Project)

- 1st/2nd Level IT Support for Traders and VIP Users in London
- Active Directory Administration
- DFS Administration
- Email account set-up and support using MS Exchange
- Tech Support in English using phone, email and chat
- General IT Support Management (using Windows 7, Tivoli IBM, HP Support Mgr, Skype, SAM Jupiter, Access and numerous Commerzbank IT Web Applications)

07.2012-01.01.2016 GEODIS Logistics / Randstad - IT Technician in Nieder-Olm

- repair various brands of servers, notebooks, desktop and mobile devices
- data entry using SAP and Excel
- careful documentations of Hardware information
- complete and thorough data deletions of sensitive data
- work as a Trainer for international employees within EU
- involved in technical writing project (15-page technical manual distributed in some Geodis-EU Branches)
- Software OS installation (Windows 8 and Windows 7)
- tested some diagnostic software for Mobile phones and Tablet PCs as part of a project
- diagnose faulty devices using Toolstar LX/OS and Tabernus
- involved in yearly HW inventory as part of a logistic process

01.2011-17.05.11 Lufthansa Technik AERO / Aviation Power - IT Support in Alzey

- employed contractually in the IT department/Helpdesk
- IT Hardware inventory
- IT support using MATRIX42
- data entry using Excel
- installed several Hardware Peripherals for users

04.07-01.2010 The Home Depot - Sales Associate in Dallas, TX

- Constantly increasing revenues through strong focus on customer service, advertising and teamwork
- awarded as "Asset Protector"
- Increasing revenue through efficient sales promotion in person / phone
- Improved processes through efficient handling of daily tasks.
- offers credit card to boost sales

04.06-03.07 BestBuy - Computer Sales Associate in Dallas, TX

- Sales representative for computers, software and some latest devices
- Provide excellent basic computer support in person / over the phone
- Managing customer problems and complaints with tact and empathy
- Basic Installation and repair of hardware, software and operating systems
- Diagnose basic computer issues using geek squad diagnostic software

08.04-03.06 Corinthians Retirement Community-IT Support/basic bookkeeping administration in Carrollton, TX

- handles basic bookkeeping for small company

- maintenance and updating of the general ledger for revenue and expenditures
- answering inquiries from residents of the care home
- file input in Excel and QuickBooks
- set up small IT office
- basic tech support for small office

EDUCATION/CONTINUING EDUCATION:

10.2017 Comcave College in WIESBADEN,

Certification in System and Network Administration

- MCSA Server
- PHP with MySQL
- CCNA Routing and Switching (200-125)

08.2014 IHK Certified as IT specialist in System Integration

06.2012 VHS, Frankfurt (Citizenship Test/'Einbürgerungstest')

08.2011 VHS, Frankfurt Certification German (A2/B1)

10.2009* Collin College in Plano, TX (Social Science dropout)

- Liberal Arts (Associate Degree)

08.2003-12.2008 Brookhaven College in Dallas, TX

- Associate in Applied Science in Information Technology (Computer/Help Desk Support)
- Database certification
- ESL certificate / Preparatory College (2 semesters)
- THEA (Texas Higher Education Assessment Test)

2001-2003 VHS in Frankfurt am Main

- Intensive German (basic to intermediate)
- MS Office 2000 (Excel, Word, Outlook, IE)

LINGUISTIC PROFICIENCY:

- English: fluent
- German: good
- Tagalog: native language