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| David WilkersonSystems Management Tech I | | | | | | | | | | | | | | | | | | |
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| Objective | | | | | | | | | | | |  |  | | | | | |
| Education | | | | | |
| Dedicated IT Professional with over 10 years of experience in Windows administration, software support and PC support. Self-taught as well as conventional classroom training. Constantly updating my skills through self-learning while taking on more technical roles throughout my career. | | | | | | | | | | | |  | **MyComputerCareer.com**  **Irving, Texas**  IT Certifications  **Codecademy.com**  **Online, Self-Learning**  Ongoing Learning:  HTML, CSS, Javascript, etc. KEY SKILLS  * Windows XP, Vista, 7, 8, 10 * Microsoft Office Suite * Wired/Wireless Networking * Ivanti * Windows imaging  Additional Skills  * Analytical thinking * Organization * prioritization * problem solving * quick learning * strong communication | | | | | |
| Experience | | | | | | | | | | | |
| April 2017 - Present  PC Technician I – Mohawk Ind. – Dallas, Tx   * Point man for rollout of equipment, software and support for new company acquisition location. * Deployed new computers. Assisted with rollover of new company acquisition Office 365 to Mohawk Office 365. * Set up printers to work with remote server system used by new company acquisition location’s work orders. It was previously thought that the printers would not work with Windows 10. After troubleshooting I realized the remote server was running Server 2012 which did not like the Windows 10 driver. Installed a Windows 7 driver to fix the issue. * Point man for rollout of Webex for Ceramic BU. Created training documentation and continue to answer questions, train and find solutions to issues with transitioning from the old conferencing system. * Took over maintenance of Avaya Metrics server * Re-imaged over 110 laptops to Windows 10 for Windows 7 end of life * Assist users with IT issues and services such as: * Network printers, drivers, programs, browsers, passwords, VPN, Outlook * Equipment requests, network drives and network issues * Follow up with users on ongoing issues * Create new and updated knowledge documents on current and new issues   June 2018 – March 2017  IT Support Representative – Northrop Grumman – Irving, Tx   * Assist users with different IT issues and services including: * Passwords, AD accounts, Outlook, Sophos, network printers, programs * Browsers, Concur, VPN, Security Tokens, Windows Phone, Network Drives * SAP, Windows 7 issues and training, Network Issues   October 2013 – June 2015  Sales Associate – Data Label Inc – Grand Prairie, TX   * Maintain PC computers with system cleanups * Remove viruses, adware and spyware * Maintain printers and browsers * Accept orders via phone, fax and email from customer   June 2011 – September 2013  Virtual Online Technical Expert – Support Space – Online   * Connect to customers’ computers via LogMeIn to assist with: * General PC issues, Wired/Wireless printers, Network setup/issues * Anti-virus software, Virus removal, Program installation and troubleshooting * Driver installs, Email, System backups, Browsers, iTunes | | | | | | | | | | | |
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