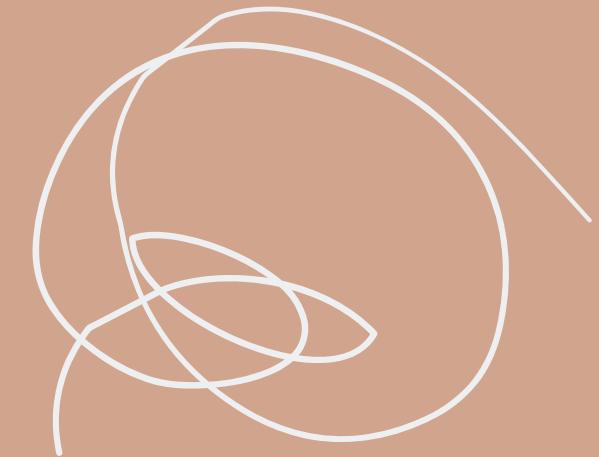


Shawn Carter Jr.

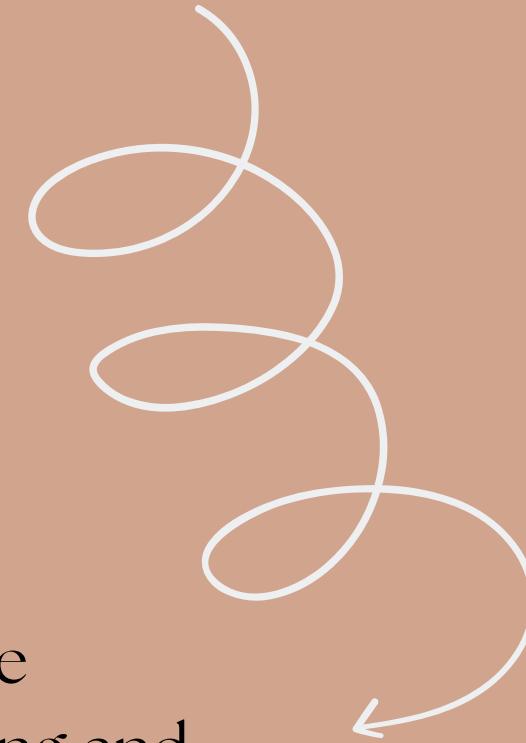


Entry-Level IT Help Desk Support Specialist

Who I Am:

- Former healthcare professional, with 10 years of healthcare experience, transitioning into IT with a passion for problem-solving and technical support.
- Dedicated to delivering excellent customer service and improving system efficiency.

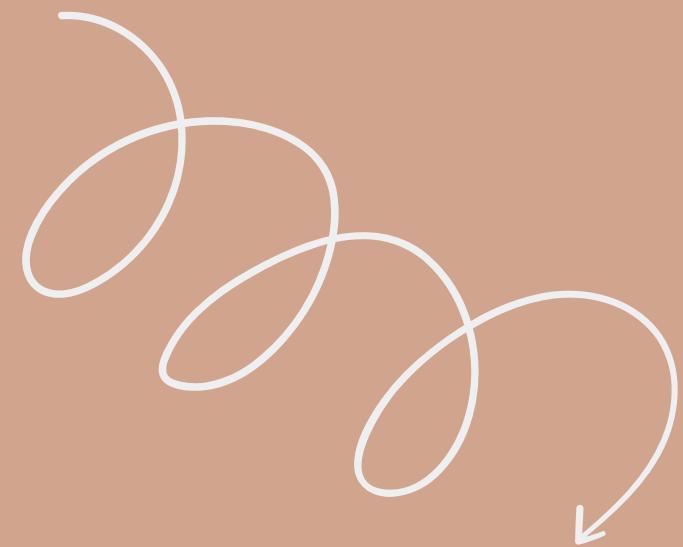
Quick learner, adaptable, and excited to grow in an IT Help Desk role and eventually progress as an Incident Responder.



Entry-Level IT Help Desk Support Specialist

SHAWN CARTER, JR.

Technical Skills



Project Management:

Agile and Scrum methodologies

Remote Support Tools:

TeamViewer, AnyDesk

Operating Systems

Windows, macOS, Linux

Ticketing Systems

ServiceNow, Zendesk

Networking:

TCP/IP, DNS, DHCP

Troubleshooting:

Hardware/Software systems

Soft Skills

Communication

- Clear and Concise: Strong verbal and written communication skills, ensuring clarity in client interactions, team instructions, and presentations.
- Active Listening: Able to listen to team members and clients attentively, fostering better understanding and collaboration.

Time Management

- Prioritizing Tasks: Skilled at managing multiple projects simultaneously, ensuring deadlines are met without compromising quality.
- Efficient Planning: Strong organizational skills, enabling effective scheduling and resource allocation for projects.

Interpersonal & Problem-Solving

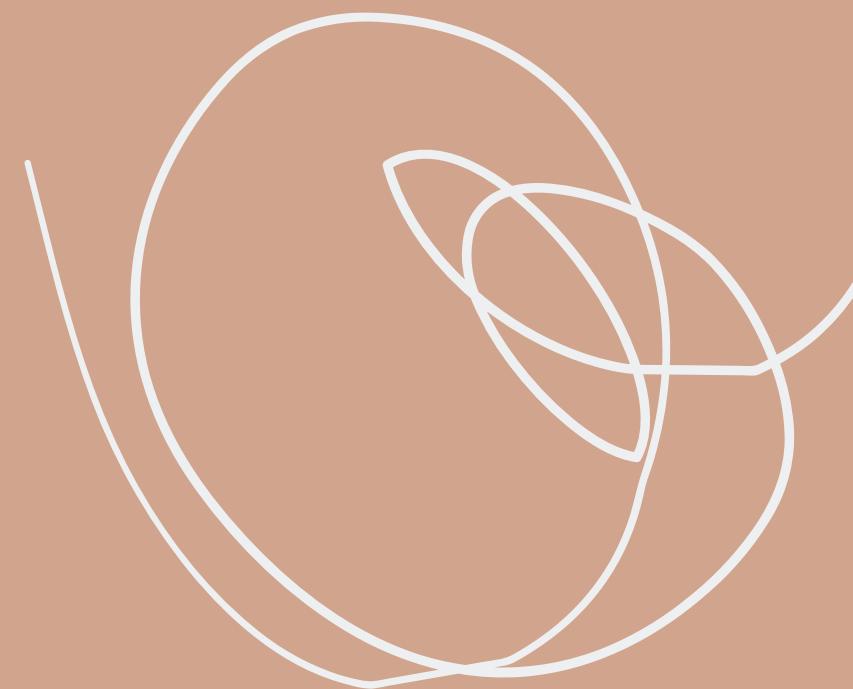
- Strong Interpersonal and Communication Skills: Builds and maintains positive relationships with colleagues and clients.
- Problem-Solving Mindset: Approaches challenges with a strategic and solution-oriented mindset.

Technical & Multitasking

- Ability to Explain Technical Concepts: Breaks down complex ideas into simple, understandable terms for different audiences.
- Time Management and Multitasking: Efficiently handles multiple tasks and priorities without losing focus.



Experience (STAR method)



Situation:

- As a healthcare professional, I accidentally became the go-to troubleshooter by frequently assisting colleagues with troubleshooting electronic medical record (EMR) system issues, which impacted patient care efficiency.

Task:

- Ensure colleagues could efficiently use their systems without IT-related disruptions.

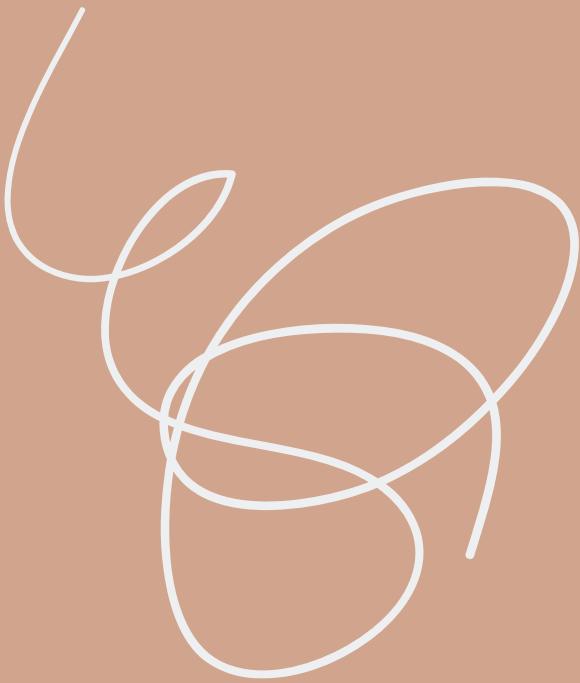
Action:

- Took initiative to learn basic IT troubleshooting, assisted in resolving software access issues, and provided guidance on optimizing workflow with digital tools.

Result:

- Reduced system downtime by 30%, which improved patient documentation speed and sparked my interest in IT support.

Education



Health Information Management, BA

University: Hogwarts University

Graduation Year: 2024

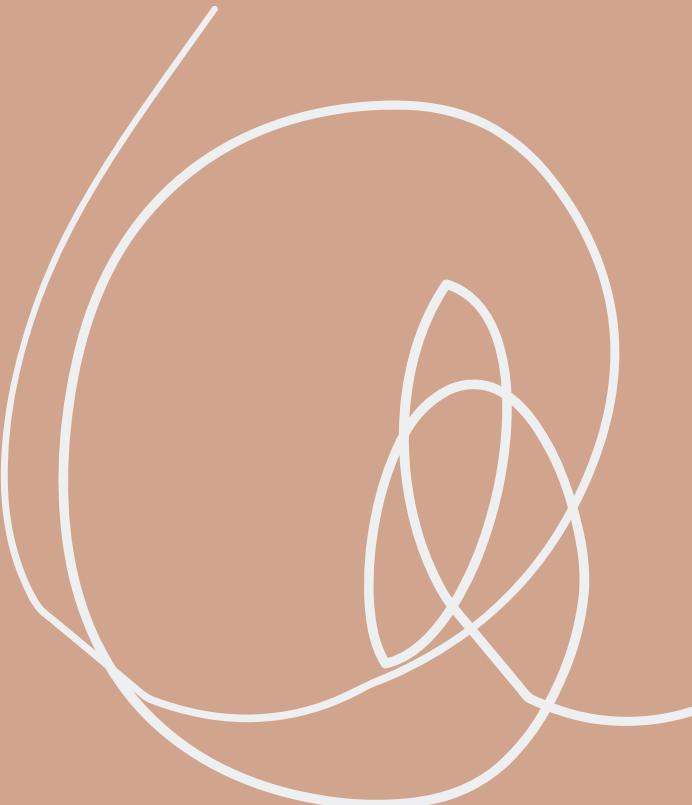
Relevant Coursework:

- IT Fundamentals
- Networking Essentials
- Cybersecurity Basics

Certification

CompTIA A+ Certification

- In Progress for April 2025

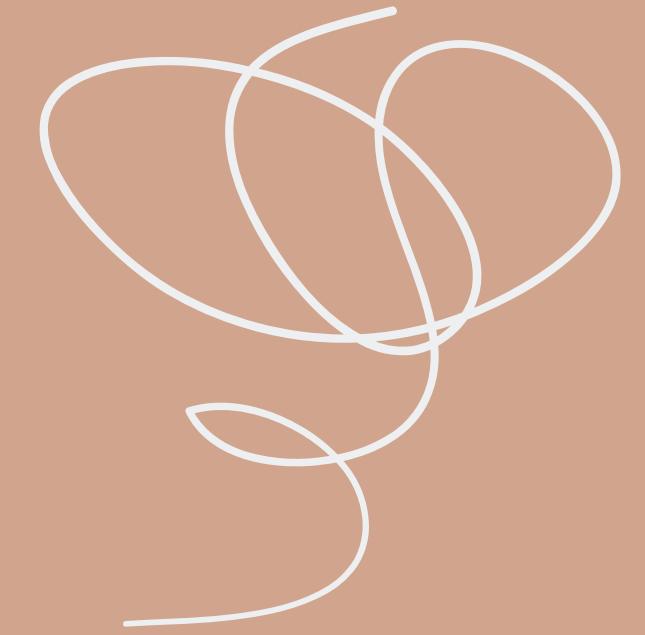


CompTIA IT Fundamentals+

- In Progress for April 2025

Google IT Support Professional Certificate

- 2024



Projects/Portfolio

Healthcare IT Support Simulation

- Created a mock ticketing system for resolving EMR software issues.
- Practiced logging, categorizing, and resolving common IT help desk requests.

Home Network Setup & Security

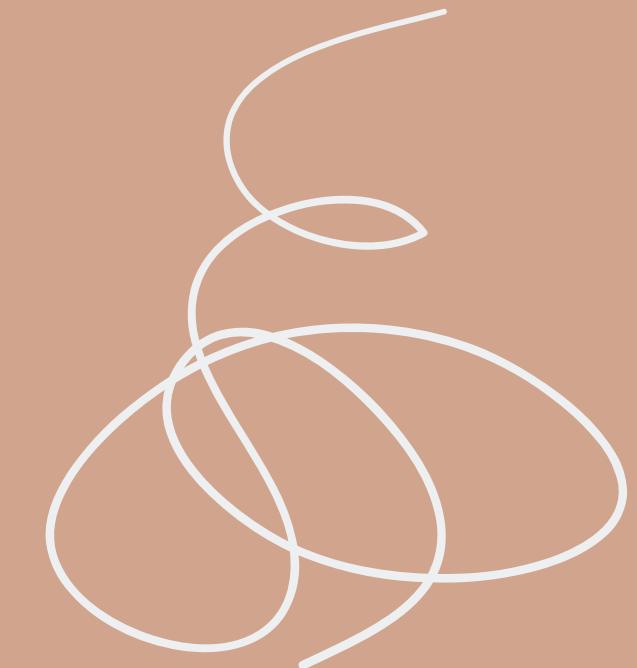
- Built a secure home internet by grouping devices separately (this refers to the Virtual Local Area Network - you do not need to say what is inside the parentheses) and setting up rules to keep out unwanted connections (this refers to setting up firewall rules - you do not need to say what is inside the parentheses).
- Through this home network setup, I had to configure routers, switches, and VPN access.

Self-Hosted IT Lab

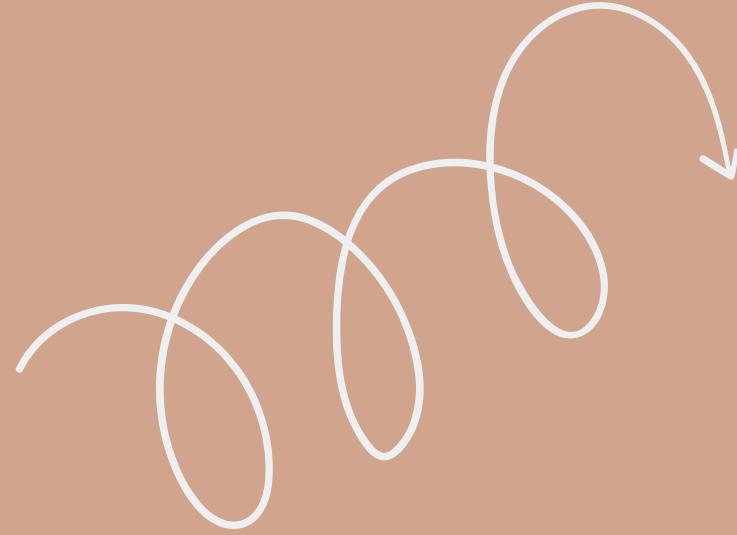
- I set up a virtualized environment to practice troubleshooting Windows and Linux systems.
- For operating system testing and issue resolution, I used VirtualBox and VMware.



Conclusion:



- While I am transitioning from a healthcare professional background, my problem-solving abilities, technical knowledge, and customer service experience make me a strong candidate for the [IT Help Desk Specialist role](#).
- I am eager to apply my skills in troubleshooting and user support in a team-based IT environment, but I am also skilled at handling responsibilities in a remote setting by myself.
- Because this IT journey involves constantly adapting due to an ever-changing environment, I am excited to contribute to your organization and continue learning new skills.



Let's Meet

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