Tar Emmanuel Tor

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Objective:

Dedicated and customer-oriented Associate IT Support Specialist with over three years of experience in providing comprehensive technical assistance in a fast-paced corporate environment. Adept at troubleshooting, problem-solving, and maintaining hardware and software systems to ensure optimal performance and user satisfaction. Seeking to leverage technical expertise and excellent communication skills in a challenging IT support role.

Professional Experience:

\*\*Associate IT Support Specialist\*\*

[Company Name] - [City, State]

[Month Year] - Present

- Provide first and second-level support for over 200 end-users, ensuring timely resolution of issues to minimize downtime.

- Diagnose and resolve technical hardware and software issues involving internet connectivity, email clients, VOIP systems, and hardware peripherals.

- Administer user accounts and permissions in Active Directory, Exchange Server, and Office 365.

- Document all technical inquiries, issues, and resolutions in the company's IT ticketing system, maintaining clear and comprehensive records.

- Collaborate with the IT team to deploy and configure new hardware and software, including workstations, servers, and network devices.

- Conduct regular maintenance and updates to systems and software to enhance performance and security.

- Train end-users on new technology and software, providing guidance and support to improve their understanding and efficiency.

- Participate in after-hours on-call rotation to provide 24/7 support for critical issues.

Education:

\*\*Bachelor of Science in Information Technology\*\*

[University Name] - [City, State]

[Month Year] - [Month Year]

Skills:

- Knowledgeable in Windows and MacOS environments

- Proficient with Microsoft Office Suite and Office 365 administration

- Strong understanding of network protocols, TCP/IP configurations, and VPN

- Familiar with Active Directory, DNS, DHCP, and Exchange Server management

- Ability to troubleshoot and repair PCs, laptops, and peripheral devices

- Excellent problem-solving skills with a customer-focused mindset

- Strong verbal and written communication skills

- Capable of managing multiple tasks and priorities in a dynamic environment

Certifications:

- CompTIA A+ Certification

- Microsoft Certified Professional (MCP)

References available upon request.