Cheyenne Belgrave

IT SUPPORT - OAK HILL ADVISORS

Brooklyn, NY - Email me on Indeed:

Computer Technician with experience in providing excellent customer support to network users and is adept at resolving complex network issues.

I am seeking an IT position where my knowledge in the technical field can be used to help clients and enhance my skills as an IT professional.

WORK EXPERIENCE

IT SUPPORT

OAK HILL ADVISORS -

May 2017 to Present

Completed proper installation of cables, operating systems and software on computers
● Maintained records of daily tech issues with written solutions to the problems.
● Trained users in the proper use of hardware or software.
● Resolved user issues using in house applications

IT SUPPORT

OAK HILL ADVISORS -

June 2016 to August 2016

Deployed in-house applications to devices
● Diagnosed, troubleshoot and resolved hardware and connectivity issues on employee devices
● Oversaw the daily performance of computer systems.
● Configured and re-imaged client workstations
● Cleared hard drives that were no longer in use

EDUCATION

BACHELOR'S in Computer Engineering

COLLEGE OF TECHNOLOGY - New York, NY

September 2015 to June 2019

HIGH SCHOOL DIPLOMA in Finance, Spanish

KIPP NYC COLLEGE PREP

September 2011 to June 2015

SKILLS

IMAGE PROCESSING (Less than 1 year), MAC (Less than 1 year), MAC OS (Less than 1 year),
MICROSOFT OFFICE (Less than 1 year), MS OFFICE (Less than 1 year)

ADDITIONAL INFORMATION

Skills & Abilities
TECHNICAL SKILLS
Operating Systems: Image Processing, Mac OS, Microsoft Office and Windows 7