Ebony Moore

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Summary

Success-driven desktop support professional with over ten years of experience in IT with specialties in software installation, cybersecurity and customer service. Highly motivated to help clients and colleagues overcome technological issues with the help of extensive training and experience-based skills. Honored recipient of the Roger K. Howard Tech Support Employee of the Year in 2017.

Education

Waldorf College
M.S. in Information Systems
Haverford University
B.S. in Computer Science

Experience

Meyer Tech Inc. | Spokane, WA, Desktop Support Manager

March 2018 – Current

- Use coding and programming skills to rewrite software codes to better meet the needs of tech projects
- Install and un-install hardware and software depending on company-wide projects, goals and initiatives
- Provide excellent customer service skills by communicating clearly and efficiently
- Active listening to clients when describing tech symptoms to provide an accurate diagnosis and solutions
- Speak with tech clients over the phone to provide detailed instructions for solving system errors

The Revolve Company | Tacoma, WA, Desktop Support Technician

July 2014 – February 2018

- Assessed and diagnosed software and hardware issues for a large manufacturing company
- Used customer service skills when troubleshooting account issues for company clients

- Installed a new workplace management system to streamline day-to-day operations including scheduling, time-off requests and evaluations

Windrow School District | Tacoma, WA, IT Technician

April 2011 – July 2014

- Traveled on-call to different schools in the district in need of IT repairs or troubleshooting services
- Advised school district on which pieces of hardware and software were the most beneficial to invest in
- Installed and updated over 10,000 computer hardware systems across the Windrow School District

Certifications

- Google IT Support Professional Certificate - Coursera - 2016
- Modern Desktop Administrator Associate - Microsoft 365 - 2015
- Apple Certified Support Professional (ACSP) - Apple Training - 2014

Skills

- Communication
- Hardware setup
- Software installation
- Customer service
- Instruction