GAVIN TAKAWIRA

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SKILL SUMMARY

- Providing optimal customer service in a fast-paced environment
- Database management
- Troubleshooting hardware and software issues
- Written and verbal communication
- Organization and attention to detail
- Working collaboratively in a team environment

EDUCATION/CERTIFICATIONS

CompTIA Server+   May 2018
Certified to setup, maintain, troubleshoot, and support servers

CompTIA Network+   May 2015
Certified to install, maintain, troubleshoot, and support a network
Renewed Certification: May 2018

CompTIA A+   Jan 2015
Certified to install, maintain, customize, and troubleshoot computer hardware and software
Renewed certification: May 2018

WORK EXPERIENCE

Healthcare Academy   Oct 2018 - Present
Application Support Technician
- Manage a database of client accounts using Learning Management Systems (ex: WBTManager) and SQL Server Management Studio
- Train end users to use application functions
- Provide timely customer support for application administrators and online learners
- Build online lessons using Articulate Storyline
- Manage website and online store content using Word Press
- Translate customer service needs to the tech support team
- Provide technical support to internal Healthcare Academy staff
- Manage and deploy technical equipment inventory
- Perform Jira administrator role
- Administrate Office 365 Programs including Planner, SharePoint and Teams

Taylor Corporation / Taylor Technology Services   Oct 2017 – Oct 2018
IT Support Technician
- Support LAN Network
- Perform switch maintenance
- Deploy operating systems
- Repair and deploy hardware (Windows, Mac, printers, mobile devices)
- Install and troubleshoot software
- Coordinate with vendors to manage specialized hardware and software
- Recommend IT solutions for different company needs
- Perform asset life-cycle and license tracking

Taylor Corporation   Nov 2016 - Oct 2017
Service Desk Technician
- Implemented solutions for hardware and software issues

- Administered SharePoint, AS400, and Active Directory
- Provided end-user education
- Assigned trouble tickets to the correct IT groups.

Verizon Wireless, Mankato, Minnesota   Aug - Nov 2016
Customer Relations Team Representative (Tech Department)
- Managed escalated calls to further assist customers with resolution
- Provided peer to peer coaching to tech representatives
- Supported the floor in the absence of management
- Delivered optimal solutions for difficult customer situations

Verizon Wireless, Mankato, Minnesota   Dec 2014 – Aug 2016
Tech Expert
- Performed tier 2 troubleshooting of hardware and software issues
- Resolved network/applications issues
- Used a trouble ticket system to track interactions and problem resolution
- Explained complex technical concepts in simple terms
- Matched customer needs with appropriate products or services

Verizon Wireless, Mankato, Minnesota   May – Dec 2014
Customer Service Representative
- Managed a high volume of customer calls in an efficient manner
- Delivered innovative, individualized solutions
- Adjusted customer service style according to customer personality type
- Applied company values and policies to resolve challenging customer issues