

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+ <i>Certified to setup, maintain, troubleshoot, and support servers</i>	May 2018
CompTIA Network+ <i>Certified to install, maintain, troubleshoot, and support a network</i> <i>Renewed Certification: May 2018</i>	May 2015
CompTIA A+ <i>Certified to install, maintain, customize, and troubleshoot computer hardware and software</i> <i>Renewed certification: May 2018</i>	Jan 2015
University of Botswana, Gaborone, Botswana <i>102 credits towards BA degree in Economics and Accounting (incomplete)</i>	May 2013
Speciss College, Bulawayo, Zimbabwe <i>Technician Certificate in Telecommunication Systems</i>	July 2007

WORK EXPERIENCE

Healthcare Academy <i>Application Support Technician</i>	Oct 2018 - Present
<ul style="list-style-type: none">• 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 <i>IT Support Technician</i>	Oct 2017 – Oct 2018
<ul style="list-style-type: none">• 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