22nd Aug ,2024

CEP 300,

About Me,

Dave Groeschen,

My major is Computer Information Technology minoring in Computer Science. My expected date of graduation is May 2025. I work as an IT Service Desk Agent for Encore Technologies. I started this internship on summer and am continuing for this fall. Encore is a Data Center that provides IT services to different companies around Cincinnati region. It is in Norwood Ohio. I started working as a full-time role on site for Encore. My role is to provide customer service experience to our customers. Document all customer contacts into various ITSM tools Troubleshoot, diagnose and resolve applications, general compute issues using knowledge base or support tools. This work has been successfully helping me develop the following support framework: Incident management, request fulfillment, access management, problem management, and knowledge management. I also am responsible to follow the knowledge base and as technical triage process instructs, route tickets that cannot be resolved at the service desk to the appropriate resolver groups/ Collaborate with service desk co-workers through inclusion. This role also expects us to be present and participate in ongoing training for service operations Work on projects and/task assigned by leadership team. It is a work that requires very quick problem solving and troubleshooting skills and calls range generally from helping users with figuring out how to setup their printer to giving them access after they are locked out. Overall, this can help me understanding how businesses function and the understanding of computer networking. It can help me learn more about dealing with printers, hardware and many more. I plan work in a position more technical to what I am studying and more focused in System administration and if I have this job it will be great but I look forward to moving to a more technical position after graduating, I am still applying and looking for more jobs.