

Jamie Southworth

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PROFESSIONAL SUMMARY

Proven record of accomplishment in providing exceptional technical support and training for personal computer and PC network users. Over a decade of experience, contributing significantly to the success of both Sullivan University and Toyota Motor Manufacturer. Adept at troubleshooting hardware and software systems, resolving complex issues, and ensuring timely resolutions through meticulous documentation.

PROFESSIONAL EXPERIENCE

SULLIVAN UNIVERSITY, LEXINGTON, KY

Support Services Technician, May 2009 – Present

- Delivered comprehensive technical support and training, highlighting expertise in computers, mobile devices, and various tech products.
- Managed ticketing systems, delegating and handling tickets to guarantee proper routing, work completion, and thorough documentation.
- Demonstrated leadership by leading training sessions for Office365 email functions across multiple campuses.
- Fostered collaborations with software and hardware vendors, contributing to technology product discussions.
- Excelled in preventive maintenance, testing, and repair of equipment, ensuring optimal functionality.
- Established a reputation with over a decade of desktop support experience in a dynamic corporate environment.

TOYOTA MOTOR MANUFACTURER, GEORGETOWN, KY

IT Support Helpdesk, December 2006 – May 2009

- Provided effective phone support for IT-related queries, completing work on assigned tickets with precision.
- Offered remote user support and troubleshooting hardware/software systems, contributing to the upgrade of 1000 machines.
- Managed a high call volume, fielding 30 to 40 calls daily, displaying efficiency in a fast-paced environment.

EDUCATION

SULLIVAN UNIVERSITY, LEXINGTON, KY

System Support and Administration Certificate

- Microsoft Certified Professional, Solutions Associate, IT Professional, Technology Specialist.
- CompTIA A+ and Net+ certified

ADDITIONAL SKILLS

- Strong verbal and written communication skills, underpinned by a customer service-oriented approach.
- Seasoned professional adept at working calmly under pressure and in challenging conditions.
- Exceptional ability to manage highly confidential/sensitive company and personal information.
- Inherent web and tech-savviness, requiring minimal training.
- Excellent interpersonal skills and a commitment to clearly defining and documenting technical procedures.