

PROFESSIONAL SUMMARY

Desktop Support Technician brings a decade of robust experience in IT support, excelling in React fundamentals, Node.js, and software troubleshooting. With a proven track record of enhancing system efficiency and elevating user satisfaction, this professional combines deep technical expertise with superior customer service and conflict resolution abilities. Dedicated to continuous improvement, they are poised to contribute significantly to dynamic support environments through innovative problem-solving and proactive maintenance.

EMPLOYMENT HISTORY

AUG 2021 - PRESENT

Field Service Technician, AgusIT, Grand Parire, Tx

- Troubleshoot, repair and service customer equipment by diagnosing problems
- Answer customer inquiries or provide training regarding repair questions
- Schedule service, repair, and preventative maintenance work
- Prepare documentation regarding work performed and enter in computer
- Prepare repaired/serviced customer equipment for shipping
- Maintain demonstration equipment including performance test before use, document and track use by employees or customers, flush/clean/repair as needed upon return from use, test and put into storage when done.
- Overnight travel Done
- Assemble special jobs and projects as requested
- Participate in product training as required
- Participate in product demonstrations with salespeople in our lab and in the field.
- Participate in establishment of contracts for repair and maintenance service.
- Assist in lab clean-up and review for safety issues.

JAN 2019 - AUG 2021

Computer Repair Technician, DEWITT AND DEWITT

- Install and configure computer workstations, and ensure that they are in good working order
- Test electronics units, using standard test equipment, and analyze results to evaluate performance and determine need for adjustment.
- Review data for deficiencies or errors, correct any incompatibilities if possible and check output
- Recommend cost-effective solutions for repairing and upgrading computer workstations to improve efficiency and performance, while staying within budget constraints.

JUL 2016 - PRESENT

RECACT DEV, FREELANCE

- Used understanding of React fundamentals to promote better component lifecycle practices, increasing turnaround speed by 23% with 100% deadline adherence.
- Communicated with other teams and senior management to adapt 50+ clients' websites to adapt to changing industry standards.
- Introduced wider use of isomorphic React and Node.js for web applications, decreasing load times by roughly 35%.

JAN 2018 - JUN 2019

SALES MANAGER, 2020 Companies, Dallas

- Provide customer service by greeting and assisting customers, and responding to customer inquiries and complaints.
- Answer customers' questions about products, prices, availability, or credit terms.
- Quote prices, credit terms, or other bid specifications.
- Contact new and existing customers to discuss their needs, and to explain how these needs could be met by specific products and services.
- Negotiate prices or terms of sales or service agreements.
- Maintain customer records, using automated systems.
- Identify prospective customers by using business directories, following leads from existing clients, participating in organizations and clubs, and attending trade shows and conferences.

EMPLOYMENT HISTORY

FEB 2014 - OCT 2018

CUSTOMER SERVICE, Target, Dallas

- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Review claims adjustments with dealers, examining parts claimed to be defective, and approving or disapproving dealers' claims
- Eager to leverage analytical skills, ensuring high-quality outcomes with attention to detail.

EDUCATION

2016

HIGH SCHOOL DIPLOMA, DUNCANVILLE HIGH SCHOOL

SKILLS

| | |
|--------------------------------|-------------------------------|
| React fundamentals | component lifecycle practices |
| cross-functional collaboration | conflict resolution |
| isomorphic React | Node.js |
| computer aided engineering | computer repair |
| hardware troubleshooting | software troubleshooting |
| network connectivity | workstation deployment |
| laptop configuration | software design |
| HTML + CSS | problem solving skills |
| computer literacy | customer service |
| Java | |