

Mitch Belmer

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Skills

Skilled computer technician with customer service to match. Experienced with Desktop and Network administration, support, and troubleshooting. Building/Rebuilding Desktops and Laptops and Network setup.

Experience

May 2014 - September 2015

ABC Cigar, North Hampton NH & Revere MA - *Technical Specialist*

- Worked for small family run cigar shop with a total of 3 employees.
- Updated computers in both locations to Windows 7 with Sophos EndPoint.
- Upgraded Hardware to current day standards.
- Kept website up to date and added features such as age verification and security scanning for potential credit card fraud.
- Ran all social media through Facebook and Twitter.
- Set up multiple Credit Card terminals.
- Personal troubleshooting for owner's family computer and network
- Administered Glass Pipe and Vaporizer department including ordering and sales.

Feb 2012 - April 2013

Staples, North Hampton, NH - *Head Easy Tech*

Trained through Staples on top of prior knowledge to work with Desktops, Laptops, Tablets and Phones in Windows and Android devices.

- Diagnose computer issues to be resolved.
- Ran basic maintenance and cleanup on customer's computers. Remove temporary files, fix registry issues, remove unwanted software, update drivers, windows updates.
- Replacing parts in Desktops and Laptops.
- File migration for customers.
- Setting up printers and other networked devices.
- System Restores and fresh OS installs of both Windows XP, Vista, 7 and 8
- Set up new customer purchases of Desktops, Laptops, Tablets and Phones.
- Resolved all Walk-in and Phoned tech questions.
- Provided hands on training to new and old employees.
- Department maintenance.
- Employee Delegation.

Nov 2010 - Nov 2011

Lafayette Distributors, Portsmouth, NH - *Baker*

- Delegate tasks during end half of shift.
- Perform intensive repetitive work, efficiently with high quality and speed.
- Adapt responsibility to get job done.

2007 - 2010, 2013 - 2014

Irving/Circle K, North Hampton/Stratham, NH - *Sales Associate*

- Worked cash register, including cashing in and out.
- Assisted with customer needs and situation resolutions.
- Maintained work area.
- Received and stocked new shipments.

2006 - 2008

Famous Footwear, North Hampton, NH - *Assistant Manager*

- Delegate tasks to employees daily.
- Deposited store earnings daily and closed out cash registers.
- Received, planned, and stocked inventory when new shipments arrive.
- Worked with customers to determine footwear needs.
- Resolved customer issues and returns.

Education

UNH 2004 - 2005

General Education courses

Winnacunnet High School 2000 - 2004

Graduated.