

# Molly Singmaster

Maiden name: Molly Cameron

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## EXPERIENCE

### **Envision Physician Services, Conshohocken PA — *Help Desk Technician***

JULY 2015 - MAY 2018, SEPTEMBER 2020 - JANUARY 2021

Answer phone calls from users and provide basic troubleshooting assistance, maintain ticketing system, configure work from home hardware, install printer ink/unjam printers, answer emails, train other technicians in various systems

### **AJO, Philadelphia PA — *Help Desk Technician***

MAY 2018 - AUGUST 2020

Answer phone calls from users and provide basic troubleshooting assistance, maintain ticketing system, maintain backup tapes, monitor Veeam software, go to user's desk to troubleshoot directly, set up conference room with audio and video capabilities

### **Rider University, Lawrenceville NJ — *Librarian Aid, Help Desk***

JULY 2013 - JULY 2015

Librarian Aid - assists students with finding research materials and books, put away items and close up the library at the end of the day

Help Desk - answer phone calls from students and professors, maintain a ticketing system, answer emails, take a look at laptops and PCs, set up presentation spaces and classrooms

## EDUCATION

### **Gwynedd Mercy Academy High School, Gwynedd Valley PA**

SEPTEMBER 2007 - MAY 2011

### **Rider University, Lawrenceville NJ — *Bachelor of BA***

SEPTEMBER 2011 - JULY 2015

Major in Economics.

## SKILLS

Customer Service

Windows 7, 10, Android, iOS

Active Directory, ticketing systems (Fresh Service, ServicePro, ServiceNOW), VoIP, Citrix, Citrix Director, Veeam

CSS, HTML, some JavaScript

## WEBSITE

### [Molly Singmaster](#)

Just a website I created to showcase my resume and portfolio.