



MOLLY SINGMASTER

Help Desk Technician

CONTACT

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SKILLS

- Microsoft Office
- Ticketing Systems such as ServicePRO, Service Now, Fresh Service
- Complete A+ class at Montco
- Excellent Customer service, communication in writing, over the phone and in person
- HTML, CSS, some JavaScript, and Python
- Veeam
- VMWare
- Symantec Endpoint Protection
- AD, VoIP, Exchange

References

- Catherine Casey
Personal reference
215-262-4750
- Christopher Renehan
Professional reference
484-459-4843
- Thomas Gilligan
Personal reference
484-802-8148
- Stephanie Cranston
Professional reference
267-234-4361

EDUCATION

Rider University
2011 - 2015
Bachelor's Degree in Economics

WORK EXPERIENCE

Rider University Library Aide and Help Desk Technician
2013–2015

- Memorize call number system and help students find books and put away used books
- Answer phone calls from students and faculty about technology and maintain ticketing system
- Schedule moves and meeting setups for the school

Envision Physician Services Help Desk Technician
2015–2018

- Answer calls from users remotely or in building about hardware and software issues
- Got to users' desks and resolve issues in person, replacing hardware and resolving software issues

AJO Help Desk Technician
2018–Present

- Answer calls from users to resolve issues timely, manage the ticketing system and escalate if necessary
 - Remote into machines to resolve issues
 - Maintain backup servers via tapes on Veeam
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