



# MOLLY SINGMASTER

Help Desk Technician

## CONTACT

PHONE:  
215-896-9199

EMAIL:  
[Molly.cameron14@gmail.com](mailto:Molly.cameron14@gmail.com)  
<https://mollymoo002.github.io/MollySingmaster/>

## 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, 2020 - Present

- 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**  
2018–2020

- 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
-