



Field Services ♦ Customer Support ♦ Troubleshooting

Client-oriented Senior Desktop Support Technician with 7+ years' experience providing customer care services by addressing technical issues, overseeing escalations, coordinating end-user relationships, and implementing pre-emptive solutions to drive customer success. Adept at delivering tier-2 support by responding to end-user inquiries while managing ticket support systems for on-site and remote IT infrastructures. Possess a growing knowledge in front-end web development and programming skills to design, prototype, and implement scalable, reliable, and maintainable websites using HTML, CSS, and JavaScript-based technologies. Passionate about technology and driven by intellectual curiosity to continuously improve skills and stay abreast of trends and tools.

Client Support
Computer Hardware
Customer Satisfaction

Helpdesk Support
Information Technology
Inventory Management

Technical Documentation
Technical Support
Troubleshooting

Professional Experience

Sr Desktop Support Technician at **Ascension Information Services, Glendale, WI** **2016 - Present**
Member of a 45-person Field Services department with years of experience: Imaging, configuring, installing / replacing, and administering Windows 7-10 desktop / laptops (Dell, HP, Lenovo). Troubleshooting: applications, BYOD, hardware, software, VoIP phones, printer, VPN, and network issues. Creating and maintaining knowledge base articles, performing inventory staging and asset management / IMAC responsibilities. Required on a daily basis to handle 7-20 tickets that can include anything from password resets, deploying new workstations, troubleshooting software issues, all the way to assisting with troubleshooting larger multi-site issues. Work with everyone from CEOs to Janitors. Remotely collaborate with hundreds of people throughout many teams on a national level.

Deployment Technician at **Paragon Development Systems (PDS), Oconomowoc, WI** **2015 - 2016**
Assigned to Ascension's desktop refresh project, working on a team of approximately 6 people and covering multiple sites across southeastern Wisconsin. Replaced computers, assessed build sheets for potential issues, reconnected machines and peripherals, and performed testing and troubleshooting to ensure systems functioned as required. Maintained product inventories and a tidy environment.

Desktop Specialist at **Kohl's Corporate Headquarters, Menomonee Falls, WI** **2014 - 2015**
Imaging HP desktops and laptops and verified hardware, OS, and network functionalities. Set up and configured 6+ machines per day, swapping old with new, confirmed machines' functionality. Ensured efficient support and customer satisfaction.

Education

Degree Program: IT Networking at **Milwaukee Area Technical College** **2013 - 2015**
■ CGPA: 3.111

Technical Proficiencies

Asana, Atom, Authy, Calendly, Chrome, ClickUp, Cloudflare, Cloudinary, CodePen, CodeSandbox, CognitoForms, Contentful, CSS, Discord, Divi, Dropbox, Evernote, FileZilla, Firefox, Gatsby, GIMP, GitHub, GitKraken, Google Fonts, Google Workspace, HTML, iOS, JavaScript, LastPass, Linux Mint, Mac OS, MailChimp, Markup, Netlify, Notion, Paperform, PhotoShop, Safari, Shifter.io, Slack, StackBlitz, TextExpander, Todoist, Trello, Typeform, Ubuntu, VirtualBox, Visual Studio Code, VMWare, Webflow, Windows 7-10, Wordfence, and WordPress