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# SHAYNE WHITTLE

IT PROFESSIONAL

## OBJECTIVE

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To assist an organization in achieving their goals by utilizing the skills that I have acquired over the years.

## SKILLS

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Communicating and working with clients toward a common goal. Fixing computers with both hardware and software problems. Problem solving for any situation. Fluent with most windows and mac applications. Ability to guide client's step by step through troubleshooting. Adaptable, flexible, ready to learn and achieve.

## EXPERIENCE

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### **IT SUPPORT • ARKGEN INC • 2019 – 2022**

Working closely with clients and catering to their unique technological requests. This included software installation, custom system builds/design, home and office redesign of infrastructure.

### **SELLER • AMAZON FBA • 2019 – 2020**

Managing and overseeing a team of professionals that contributed to product sales.

### **WEB DEVELOPER/ GRAPHIC DESIGN • NORTHEND • 2019 – 2020**

Designing logos, business cards/flyers and implementing websites for small businesses. Communicating with clients to fulfill requests.

### **IT HELP DESK • PACE TECHNICAL • 2016 – 2017**

Tier 1 tech support. Taking phone calls assisting clients with various hardware/software and printer related issues.

### **REPAIR TECHNICIAN • COMPMATRIX • 2014 – 2019**

Servicing clients both in office and residential with laptop/desktop software and hardware issues. Custom system builds and equipment installation i.e., printer, router, etc.

## EDUCATION

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### **ADVANCED DIPLOMA • 2014 • ACADEMY OF LEARNING**

Network Administration college program.

### **DIPLOMA • 2012 • KING CITY SS**

High school education.



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