**Objective**

Multitasking IT support specialist with background in system upgrades and hardware  
monitoring. Determined employee with knowledge of network component installation experience.  
Highly knowledgeable in system repairs and performance improvements

**Education**

**West Governors University, Salt Lake, Utah January 2018 – Present**

*Bachelor of Science*, Information Technology

* On schedule to complete degree by May 2020

**Northern Virginia Community College, Annandale, VA August 2015 – May 2017**

*Associate of Science*, Information Technology

**Work History**

**Escondido Resources – Katy, Texas July 2017 – December 2018**

IT Support Specialist

* Installed and updated hardware, software and applications on Windows and PC devices.
* Performed system maintenance and upgrades
* Set up Users Accounts, applications, and other user resources on all devices
* Regularly checked server backups for successful completion, without errors
* Reviewed network settings and made immediate updates, which improved overall security

Measures

* Assisted server migration tasks
* Ran maintenance, and software updates on servers and ran replication tasks on data
* Backed up company data using Veeam Backup & Replication on regular basis, which proved

effective in successful recovery

**IT Skills**

* Hardware and software monitoring
* Network repairs and maintenance
* Data backups
* Troubleshooting
* Network maintenance
* Analysis and critical thinking
* Excellent communication skills
* Team Leadership

References available upon request