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| Sky Davis  CompTIA A+ Certified Technician with over 800+hrs of intensive hands-on training seeking entry level desktop support,NOC or help-desk position. | 2308 Millvale court.  Cincinnati OH 45225  **(Home)513-244-2834**  **(Cell):513-766-6634**  **(Voicemail):513-318-7116**  **(E-mail): skybeasleydavis@gmail.com** |
| PROFESSIONAL EXPERIENCE **Insight Global/ Nielsen BASES**— IT Support Technician  February 2016- May-2016  Diagnosed and resolved software and hardware incidents, including operating systems (Windows and Mac). Assist users with any logged IT related incident. Carried out problem analysis to implement temporary or permanent fixes. Recorded, updated and documented requests using the IT service desk system. Installed and configured new IT equipment. Resolved incidents and upgraded different types of software and hardware. Resolved incidents with printers, copiers and scanners. Maintained excellent verbal communication skills with the ability to communicate effectively with technical and non-technical colleagues at all levels in the organization. Aegis Protective services —Security OfficerNovember 2015- March 2016 Secured premises and personnel by patrolling property; Monitored surveillance equipment. Inspected buildings, equipment, and access point Permitting entry. Randstad/ Government Lockbox—Mail ClerkFebruary 2015 - March 2015 Sorted incoming mail for distribution and dispatched outgoing mail: Opened envelopes by hand or machine. Randstad/ KEEN Shoe Warehouse —Dock Worker/ ReceivingJanuary 2015- February-2015 Tied vessels to moorings, loaded, unloaded, and moved materials on and off vessels and/or from dock to storage site G4S Secure Solutions USA— *Security Officer*June 2013- January -2015 Monitored surveillance equipment. Inspected buildings, equipment, and access points. EDUCATIONHorizon Science Academy of Cincinnati— *High School Diploma* **Per-Scholas**— *IT-Training courses (****A+ Certification****)*  *Per Scholas is a national nonprofit organization that generates powerful technology education, training and career opportunities.* | TECHNICAL SKILLS Operating Systems:   * Vista * Windows 7 * Windows 8.1   Networks:   * Configure (LAN) network routers and printers through secure WPAx and SSID. * Install work groups * Network printer mapping and maintenance   Software:   * Upgrade, troubleshoot and stabilize * Windows 7,Vista,and Xp * Remote Desktop * Help Management software   Hardware:   * Desktops, Laptops Printers, Scanners, Format * Partition EIDE, SATA, SCSI, and SSD   Data recovery and imaging Certifications **CompTIA A+ Certification** |
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