

**NAME**  
Street Address  
City, State Zip  
Phone:  
Email:

**OBJECTIVE:** To utilize my strengths in customer service and technical problem-solving to effectively guide clients in Help Desk /Application Support capacities.

**QUALIFICATIONS & STRENGTHS:**

- 7-years in-depth experience in desktop, software, PDA, and active directory support, and certified in Comptia A+ hardware.
- Skilled at end-user support, including log-in assistance, wireless device support, computer and software troubleshooting.
- Proven ability to prioritize and complete technical assignments within strict budget and time constraints
- Extensive working knowledge of Windows Operating Systems, Norton Ghost, Cisco VPN Client, Alteris and Microsoft Office Suite.
- Remote site and corporate support: purchased and set up equipment, interfaced with network teams, trained employees.
- Able to work from home, travel, and/or be on-call after hours.

**ACHIEVEMENTS:**

- Proficient problem-resolution led to reduced Help Desk hold times and 21% decrease in dropped calls.
- Reduced employee down-time by 15% by rebuilding equipment and maintaining inventory.
- Managed concurrently: Help Desk functions, refurbishing and reissuing PC's.
- Ensured immediate equipment availability for new hires and interns, improving productivity in sales, accounting, and marketing.
- Developed efficient equipment and license tracking system which reduced asset replacement costs and prevented software piracy.

**EXPERIENCE:**

6/08-2/09	<b>ITECH ATLANTA</b> <b>PC Technician/Desktop Support</b> Initiated outbound calls to support Help Desk Cerberus ticketing system. Managed site closures (tracking and recovering equipment) and rebuilt machines for new hires.	Atlanta, GA
11/07-2/08	<b>RADICAL SUPPORT</b> <b>PC Technician/Desktop Support</b> Provided on-site Help Desk support for client (Porche) and maintained A/V functionality.	Atlanta, GA
5/99-8/07	<b>SCANSOURCE, INC</b> <b>PC Technician/Desktop Support</b> Remote Help Desk support for Latin America, UK, Canada. Built machines for new hires, interns, and existing employees.  <b>Document Imager</b> Converted all scanned and indexed paper documents to digital format using On-Base software and provided support for On-Base users.  <b>RMA Warehouse Team Leader</b> Supervised 4 employees. Prepared equipment for resale.	Greenville, NC

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**EDUCATION**

**B.A. Media Production** (8/07 to Present)    American Intercontinental University                      Atlanta, GA

**CERTIFICATIONS:** Comptia A+ Hardware

**SPECIAL TRAINING & SKILLS:**

**Training Courses:**

Networking +  
Microsoft DST  
A+ Hardware and Software

**SKILLS**

Document Imaging (On-Base)  
Cisco VPN Client  
Citrix  
Microsoft Office Suite  
Final Cut  
Sound Forge  
Data Input

**INTERESTS:**

Reading, R&B and Jazz, Documentary videos.

**REFERENCES**

Available Upon Request