

REDACTED

Cell: 702-539-2850 • admin@besttechnologyresumes.com

IT PROFESSIONAL

Customer-focused, motivated IT professional with a comprehensive background in customer service, network security, and helpdesk support, seeks to contribute skills toward supporting a progressive organization in optimizing performance. Excels at identifying and troubleshooting issues and implementing targeted solutions. Highly versatile; quickly masters new roles, responsibilities, technologies, and environments. Reputation for integrity, dedication, and work ethic.

CORE COMPETENCIES

- *IT Configuration & Installation*
- *Relationship Building*
- *Customer Service*
- *Process Improvement*
- *Information Security*
- *Disaster Recovery*
- *Proactive Problem Solving*
- *Data Center Migration*
- *User Training & Support*

PROFESSIONAL EXPERIENCE

Company Name – City, State

PC Desktop Support Spec (2007-Present)

Maintain full accountability for performing a broad range of technical activities, with a focus on responding to telephone inquiries and troubleshooting and resolving client issues. Contribute dynamic information gathering, needs assessment, and analytical skills toward effectively and diplomatically responding to client issues for timely resolution and ensure satisfaction with company's delivery of customer service. Train and mentor junior staff members in accordance with organizational goals and objectives.

- Authorized to provide Tier 1 support to Census Bureau employees.
- Developed and applied strong proficiencies in Remedy versions 6 and 7, Novell, Active Directory, Lotus Notes 8 as email client, and ACD phone system to track telephone calls.
- Stayed abreast of the SLA's for the Census Bureau and provided desk contract monitoring.
- Led several key projects, including creating accounts for new employees and updating the LTSO Customer Help Center Email Inbox.
- Completed multiple trainings, including the HDI Customer Support Specialist (CSS) Certification Course, The Service Desk and Incident Management Course, Comp TIA A+, Handling Conflict, Asserting Yourself Professionally, Microsoft Office 2007, SRM Remedy 7, Census Title 13 and 26, Census IT Security and Awareness, and Serco Ethics and Compliance.

Company Name – City, State

Office Administrator (2006-Present)

Proficiently managed high-volume phone communications, ensuring delivery of quality customer service in directing calls, responding to inquiries, and relaying detailed messages. Provided comprehensive support to the CEO and other executives, including drafting and revising letters, purchasing and installing software, and establishing email accounts.

- Contributed technical skills toward conducting various accounting related activities, including entering bills, invoices, and payroll in QuickBooks 2007, tracking and overseeing Timesheet and Leave Trackers, developing accounting spreadsheets, A/P and A/R, and Employee payroll.

-Continued-

PROFESSIONAL EXPERIENCE

-Continued-

Company Name – City, State

Internship (GS-04): Technician Assistant (2004)

Provided ongoing support and assistance to the OES/DRL Help Desk, with accountability for responding to telephone inquiries, troubleshooting and resolving client issues, and aiding the effective configuration of hard drives.

- Played a key role in assisting with the timely and accurate updating of the new user welcome package.
- Effectively improved operational efficiency and quality by resourcefully creating and implementing a user-friendly filing program.

Company Name – City, State

Internship (GS-04): Technician Assistant (2003)

Provided detailed support and assistance by responding and routing telephone calls, evaluating and resolving client issues, repairing computers, and establishing email accounts.

Career Note: Additional experience as a Cashier for CVS Pharmacy.

EDUCATION

Bachelor of Science (BS) in Information Technology, Concentration in Network Security; *Dean's List*
George Mason University, Fairfax, VA, , 2006

SENIOR DESIGN PROJECTS

- Collaborated with 5-member team in designing, implementing, and testing a comprehensive anti-viral and anti-spyware system.
- Successfully created an inventory system for the Applied Information Technology (AIT) Department at George Mason University that can be remotely accessed off campus, in association with 5 other students.

TECHNICAL SKILLS

- *Languages:* HTML, JAVA
- *Operating Systems:* Windows 95/98/2000/XP/VISTA, UNIX
- *Software Applications:* MS Office XP 2003, Macromedia Suite, and Internet Research

COMMUNITY SERVICE ACTIVITIES

Volunteer - Walk the Talk Productions, Washington, DC, 2005
Assisted with placing stands in various business districts for the National AIDS Marathon Training Program.