

[Tweet](#) (function() { var s = document.createElement('SCRIPT'), s1 = document.getElementsByTagName('SCRIPT')[0]; s.type = 'text/javascript'; s.async = true; s.src = 'http://widgets.digg.com/buttons.js'; s1.parentNode.insertBefore(s, s1); })();

SUMMARY

Skilled Help Desk Technician with four years of experience providing PC and Client/Server tech support for small to medium sized businesses. Experience diagnosing, troubleshooting and resolving client issues with software, hardware, installations and upgrades.

SOFTWARE

Unix, Windows (2000, NT, XP), C/C++, Visual basic 6, MS Word, MS publisher, MS Excel, MS Access, MS PowerPoint, Adobe Photoshop, MS Front page, Windows XP, 2000, 98, 95, NT Microsoft Office

HARDWARE

Windows compatible workstations, Printers, Scanners, Faxes machines

EXPERIENCE

Confidential, NYC, NY 03/2006– 11/2006

Computer Support

Serve as the initial point of contact for resolution of desktop/workgroup-related. Troubleshoot, research, diagnose, document, and resolve technical issues surrounding Windows NT, Windows 2000 Professional, MS Office, e-mail, Internet connections, and hardware/peripherals.

Highlights of achievements:

- Provided personal assistance to students on IBM and Macintosh computers

- Maintained computing facilities and managed printers.
- Provided first level support to resolve user concerns with specific applications, including Windows NT, Windows 2000 Professional, MS Office, e-mail, Internet connections and hardware/peripherals
- Keeping current on software used in the lab and maintaining familiarity with the list of software used in the lab
- Attending training sessions and meetings for Lab Monitors on software updates, defragging hard drives, scan disk.
- Worked on the Help Desk to provide support for software, printing, and network access Issues.
- Installed hardware, operating system, Software, and application software.
- Resolved customer problems and ensured satisfaction.
- Experience in troubleshooting basic PC hardware failures and user errors.

Confidential, NYC, NY 01/2007– 05/2009

Highlights of achievements:

Computer Assembler

- Assembled Computers from written instructions,
- Performed transactions in computer inventory control system.
- Performed all small mechanical assembly operations by using hand tools and machines.
- Assembled electronic equipment and parts as per company's policies.
- Assembled, configured, and inspected computer equipment.
- Assembled Computers from written instructions.

Confidential, Austin, TX 10/2009 – 09/2011

Help Desk Technician

Highlights of achievements:

- Provide desktop support for by phone, email, or in person as needed to minimize downtime
- Support as necessary on a 24-7 basis to limit system down time
- Identify, and isolate computer problems.
- Provided computer help desk support via telephone with end-users.
- Performed diagnostics and troubleshooting of system issues, documented help desk resolutions.
- Performs set up and installation of hardware and software.
- Diagnose system hardware, software and operator problems.
- Perform actions to correct problems or recommend actions to correct problems based on

knowledge of system operation.

- Install, modify and facilitate the repair of desktop computer hardware and software systems.

EDUCATION : BS, Computer Science