

SUPPORT & NETWORK SERVICES INTERN

Professional Summary

Technical Support Analyst with technical and troubleshooting repair expertise. Team player who is flexible, reliable and adaptable to dynamic environments.

Skills

• Able to research and familiarize skill sets towards core technologies based on enthusiasm, dedication, and motivation

• Knowledgeable with installation and configuration of Windows-based operating systems (Windows XP, Vista, 7, and 8)

• Experienced with the installation and configuration of Ubuntu Linux whilst cognizant of Mac OS X interactions

• Proficient with virtualization and highly skilled with configurations inside of VMware

• Skilled with troubleshooting hardware and software issues within a network and support services environment

• Able to document, effectively communicate, and succeed within a group setting in order to become a superior team player

• Willing to work individually whilst prioritizing tasks or projects and completing assignments based on expected deadlines

Work History

Company Name Support & Network Services Intern | City, State | September 2014 - December 2014

- Customized and implemented Microsoft SCSM from SCCM in order to automate departmental organizational needs
- Facilitated proper asset management and user onboarding processes tailored to the Student Affairs department
- Worked with Network & Support Services team to learn more about the general campus and supported users
- Attended regular meetings to coordinate and discover the expected outcomes and functions of Microsoft SCSM
- Performed within a minimalized test environment in order to create runbook programming and custom templates
- Shadowed student workers with incident management processes and workflows within Cherwell Service Management
- Familiarized with ticket creation, priority, review, and remote desktop connections with respect to supported users
- Imaged computers based on ImageNow software residing on the network and reflected changes in Active Directory
- Discovered and learned AD DS, SCCM, and SCSM and interacted with the systems based on supervision
- Assisted student workers with new computer installations and configurations as well as creating documentation
- Alleviated phone call requests or questions for student workers based on working knowledge for ticket closure.

Company Name Information Technology Lead Intern | City, State | June 2012 - June 2013

- Worked with director on minimizing Windows XP machines and migrated to Windows 7 based on Spiceworks solution
- Contacted Central IT when appropriate with regards to diagnosing distance education connections and supporting equipment
- Deployed re-imaged hard drives or newly acquired assets for classrooms or professors based on priority scheduling
- Assisted lab desk student workers with issues, cooperated with lab desk students on scheduling accommodations and support
- Check out and manage the plethora of IT department equipment based on appointments in SharePoint or open door policy
- Performed room checks to test equipment and replace faulty campus property during the semester breaks
- Set up purchased assets within classrooms for students while retiring and recycling older systems.

Company Name Information Technology Student Center Intern | City, State | September 2011 - December 2011

- Resolved student center questions and arranged peer-to-peer tutoring/assistance with specific students in CSS program
- Prepared and delivered a Microsoft Office training session, training videos for the general public in a workforce environment.
- Created and enabled multiple custom virtual machines in a sandboxed environment to distinguish networking and connectivity.
- Continued research and interacted with Microsoft Windows, Macintosh OS X, mobile, and Linux operating systems.

Education

Bachelor of Science Information Science & Technology University of Wisconsin City, State | 12-2014 Information Science & Technology

AAS Waukesha County Technical College City, State

IT-Computer Support Specialist | 12 2011

Accomplishments

• UW-Waukesha Dean's List

• WCTC Honor List

• Who's Who Program "WCTC

• NTHS Member 2010

• Phi Theta Kappa Honor Society

• BCHS Honor Roll

Skills

Active Directory, AD, asset management, automate, hardware, CSS, documentation, hard drives, Linux, Mac OS, Macintosh OS, director, meetings, Microsoft Office, Windows 7, Microsoft Windows, Windows, Windows XP, network and support, Network & Support, network, networking, operating systems, organizational, processes, programming, research, scheduling, supervision, phone, test equipment, troubleshooting, tutoring, Vista

Additional Information

- Able to document, effectively communicate, and succeed within a group setting in order to become a superior team player Willing to work individually whilst prioritizing tasks or projects and completing assignments based on expected deadlines

- HONORS/ACHIEVEMENTS UW-Waukesha Dean's List WCTC Honor List Who's Who Program - WCTC NTHS Member 2010 Phi Theta Kappa Honor Society BCHS Honor Roll