

## I.T. SUPPORT TECHNICIAN/SPECIALIST

### Career Overview

I have Over 20 years' experience working with customers\users through Martial Arts Businesses that I have owned. During this time I received first hand experience in Sales and business management. I started training for a career in I.T. after I decided to transition from Martial Arts to an I.T. related field. In 2012 I started working as an Intern at Southern Crescent Technical College while I was going to college there. I have I.T. Technician experience in working with and managing help-desk operations.

Because I have to work one on one with customers/clients I am proficient at explaining complicated technical concepts to users of varying degrees of technical understanding. I feel that I am a dynamic computer technician experienced in most aspects of hardware, software and operating systems maintenance and repair. Through my training at SCTC I Possess knowledge of advanced diagnostic techniques.

I received my degree in the Networking field for CISCO and MICROSOFT at Southern Crescent Technical College and currently pursuing further education and certification in Network Management at Western Governors University. My main professional goal is to become a network administrator and to receive the education required to become certified in networking and its related fields. I can add a great sense of professionalism to your company while being a hard worker and getting the job done right.

### Qualifications

- LAN aptitude
- MS Office proficiency
- Exceptional troubleshooter
- Enjoys troubleshooting problems.
- Is highly motivated and very customer service- focused
- Sound judgment
- Proficient in AVG, Printers, PC Security systems
- MS Office proficiency
- LAN aptitude
- Has extensive knowledge in Virus and spyware removal

### Technical Skills

Skills	Experience	Total Years	Last Used
Desktop and Laptop systems	Expert	5	2015
Active Directory	Experience	5	2015
Computer installation	Expert	5	2015
Computer Troubleshooting	Expert	5	2015
Software installation\upgrading	Expert	5	2015
Windows Server 2008 R2	Novice	5	2015
Microsoft Office Suite	Experienced	5	2015
VOIP Phone Installation	Experienced	5	2015
Virus\Spyware Removal	Expert	5	2015

### Accomplishments

1. 3 time recipient of the "Ducks in a Row" Award from Southern Crescent Technical College 2013.
2. Diagnosed hardware and software failures and resolved technical issues with a 90% success rate.
3. On average closes more tickets than any other Technical Support Specialist in SCTECH.
4. I corrected a problem with a switch that had plagued our School's ADDS class in which the imaging process was incredibly slow. I found the problem to be a mismatch in the speed setting. While some ports were on Full Duplex others were on Auto. Setting all ports to Auto fixed the problem. This was done within my first 3 months as a tech.

### Work Experience

I.T. Support Technician/Specialist 01/2011 to Current Company Name City , State

- By remote or on location, I respond to tickets given by Faculty and Staff through a helpdesk system.
- Tickets range from basic computer problems to networking problems regarding Cisco switches.
- I have worked with the installation of voip phones, Risevision software for signage, and developed the installation procedures and currently oversee the installation of iTALC class management software.
- I have also worked with the Kaseya management system in remote desktop operations and auto workstation updating procedures.
- I have been involved with inventory control procedures and understand the importance of keeping an accurate item inventory.
- I make sure I am professional and cordial in my dealings with the people I work with. My duties included leaving the customers\end users more knowledgeable, with the problem fixed and with a smile on their face.

Children's Program Developer/Operations Manager 01/2009 to 01/2011 Company Name City , State

- I over saw the day to day operations, sold memberships, retail goods, upgrade packages.
- I Taught martial arts classes and designed curriculum programs and taught martial arts to children and adults.
- I solved problems between customers and management and talked frequently on a one on one basis with customers.

- I was effective at increasing sales revenue and membership count.
- This position gave me an edge in the ability to serve customers with focus and respect.

Instructor/Owner 01/2005 to 01/2009 Company Name City , State

- I over saw the day to day operations, sold memberships, retail goods, upgrade packages, designed curriculum programs and taught martial arts to children and adults.
- I solved problems between customers and management and talked frequently on a one on one basis with customers.
- I was effective at increasing sales revenue and membership count.
- I also had the chance to experience the selling of this business to a new owner.

Technical Support 01/2005 to 01/2006 Company Name City , State

- I solved problems over the phone with a user of a software package designed to build picture frames.
- Problems included computer based as well as physical problems with design of picture frames.
- I was able to learn how to talk to people over the phone to show them respect and be upbeat and exciting.

Education and Training

Bachelor of Science : Network Administration 2017 Western Governors University City , State , USA

I am Currently Enrolled

Associates of Applied Technology : Networking Cisco and Microsoft 2012 SouthernSouthern Crescent Technical College Griffin City , State , USA GPA: Graduated Summa Cum-Laude

Networking Cisco and Microsoft Graduated Summa Cum-Laude

High School Diploma : High School 1991 Griffin High School City , State , USA

Skills

Comptia Project+ Certification

CIS Web Design Specialist Certification