

IT SERVICE DESK TECHNICIAN

Tier 1 Help Lines • Technical Support • User Training • Software/PC/LAN Troubleshooting

- IT Service Desk Technician with technical and troubleshooting repair expertise. Team player who is flexible, reliable and adaptable to dynamic environments.
- Proven success working in help desk environments. Demonstrated strengths in rapidly diagnosing, troubleshooting and resolving client issues.
- Consistently praised for communicating effectively with both technical and nontechnical users. Known for excellent problem-solving skills and patience in dealing with frustrated users.

KEY SKILLS

Technical Troubleshooting	Software Installs	Phone & Online Support	User Training/Support
Hardware Configurations	LAN Connectivity	Imaging software	Customer Service
Offshore Team Collaboration	Problem Diagnosis	Ticketing Systems	Remote Support

TECHNOLOGY PROFICIENCIES

Software:	MS Office (Word, Excel, Outlook, Access); instant messaging software; VMware applications; POS;
Browsers:	Internet Explorer, Firefox, Chrome, Safari, Opera
Call-Tracking Tools:	Clientele, Dell Kace, IET, quickbase, TFS
Hardware:	PCs, Laptops, Mobile Devices, Printers, Routers, Modems
Networking:	LAN & VPN/Remote Connectivity, TCP/IP Troubleshooting
Platforms:	Windows, OSX

PROFESSIONAL EXPERIENCE

IT Service Desk Technician 02/2015 to 07/2016

TrueBlue Inc – 1015 A Street Tacoma, WA 98402

- Answered, evaluated, and prioritized incoming telephone, voice mail, e-mail, and in-person requests for assistance from users experiencing problems with hardware, software, networking, and other computer related technologies.
- Interviewed users to collect information about problems and lead users through diagnostic procedures to determine source of error.
- Determined whether the problem is caused by hardware such as modem, printer, cables, or telephone.
- Handled problem recognition, research, isolation, resolution and follow-up for routine user problems, referring more complex problems to Supervisor.
- Maintained technical documentation on Help Desk tickets, including tracking requests and documenting resolutions.
- Installed software, modified and repaired hardware and resolved technical issues.
- Provided base level IT support to non-technical personnel within the business.
- Maintained high departmental standards for quality and productivity metrics.
- Assisted customers with order placing.

Account Representative 07/2014 to 11/2014

MerchantCoin – 302 S 9th St Ste 205 Tacoma WA 98402

- Responded to telephone and in-person requests for information.
- Resolved customer concerns promptly to maintain satisfaction.
- Represented the company at industry meetings.
- Created effective messaging using language, graphics and marketing collateral.
- Developed partnerships with local businesses to secure third party promotions.
- Presented innovative digital media marketing presentations to executive decision makers.

IT Assistant II 10/2012 to 06/2014

The Evergreen State College – 2700 Evergreen Parkway NW, Olympia, Washington 98505

- Installed software, modified and repaired hardware and resolved technical issues.
- Provided base level IT support to non-technical personnel within the business.
- Managed call flow and responded to technical support needs of customers.
- Identified and solved technical issues with a variety of diagnostic tools.
- Demonstrated professionalism and courtesy with customers at all times.
- Followed up with clients to ensure optimal customer satisfaction.
- Conducted research to address customer concerns.
- Managed and kept up to date asset information
- Decommission Assets for State Surplus

IT Support Technician (Internship) 06/2011 to 11/2011

Clover Park Technical College – 4500 Steilacoom Blvd. SW Lakewood, WA 98499

- Installed software, modified and repaired hardware and resolved technical issues.
- Provided base level IT support to non-technical personnel within the business.
- Managed call flow and responded to technical support needs of customers.
- Identified and solved technical issues with a variety of diagnostic tools.
- Conducted research to address customer concerns.
- Worked closely with team members to meet or exceed all customer service requirements.
- Enthusiastically participated in job related training.

EDUCATION

The Evergreen State College

Bachelor's degree, 2012 - 2014

Clover Park Technical College

AA, Computer Network Information System Security, 2010 - 2012

GPA: 3.62

Activities and Societies: Club Shield (Computer Security Club)

Bellarmino Prep

Graduated, High School Diploma, 2006 - 2010

Activities and Societies: YMCA Youth and Government