

John Smith

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(555)-555-1212

SUMMARY OF QUALIFICATIONS

Dynamic and experienced professional focused on providing technical support in an IT help desk setting — leveraging 10 years of technical experience in customer service. Knowledgeable and in-depth hardware/software troubleshooting skills. Adept at installation, configuration, administration, and troubleshooting of advanced IT systems. Deeply experienced in providing solutions to performance issues. Highly skilled in resolving mission critical systems and network issues. Performs routine upgrades and downloads, hard drive image building, and loading processes. Skilled in problem solving and excellent communication skills with both technical/non-technical people.

- **Strong Ability in Emerging Technologies**
- **System Installation and Troubleshooting**
- **High Energy Individual / Self Motivated**
- **Proficient in Testing and Troubleshooting**
- **System Upgrade Planning and Execution**
- **Proven in Customer Service & /Sales**
- **Expertise in Microsoft Windows Platform**
- **Proficient in Technical Support/Help Desk**
- **Effective and Efficient Systems Integration**
- **Experienced with Network Connectivity**

TECHNICAL SKILLS

Operating Systems: Microsoft Windows NT 4.0 Server and Workstation, Windows 2000 Server, Windows Server 2008, XP, Vista, 7, and MS-DOS. Writing scripts using MS batch file and Visual Basic Scripting. SQL

PC Application Skills: Microsoft Office (Word, Excel, Outlook, and Access) as well as Remote Administration.

Networking: Installation, maintenance, configuration, troubleshooting, monitoring, wiring, and security.

PROFESSIONAL EXPERIENCE

Atlantic Pulmonary Services

Springfield, IL

Customer Care Representative

2009 – 2010

- Managed backup tape system and supervises the offsite tape cycle and disaster recovery operation.
- Supervised team in hardware installation and maintenance of office workstations, servers, and networking.
- Consistently provided and completed desktop system administration and support to network users.
- Interacted with end-users after identifying challenges to resolve IT questions, issues, and problems.
- Worked with vendors on warranty and repair of systems. Performed systems upgrades and patches.
- Troubleshot printing issues with computer systems and issues with Outlook and general email issues.

Thomas Jones Corporate Office

Springfield, IL

Restaurant System Analyst

2005 – 2008

- Staged hardware and software, and provided computer training to employees for new restaurant openings.
- Consistently ensured electronic delivery of sales and labor data from restaurants to the corporate office.
- Updated menu items, prices, tax rates, comps, discounts, voids, credit card, and gift card software.
- Maximized the use of systems analysis and design tools to reduce cost, avoid risk, and achieve project goals.
- Analyzed system administration functions, such as: systems configuration, requirements, and training.

Restaurant System Support Specialist

1999 – 2005

- Acted as Helpdesk Analyst Level 1, playing a key role in rolling out MenuLink, which is a full restaurant management system that does inventory, labor, creates reports, etc. for restaurants.
- Obtained, managed, and deployed resources to accomplish tasks in an efficient and effective manner.
- Provided outstanding network support to ensure desktops and other peripherals had full connectivity.
- Continuously performed preventive maintenance on computers, printers, and other network devices.
- Regularly implemented all aspects of employee moves, including: phones, PC's, monitors, and printers.

CERTIFICATIONS

CompTIA A+ and CompTIA Network+, MCTS: Windows Server 2008 Network-Infrastructure and Configuring