PATRICA N. EXAMPLE

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CUSTOMER SERVICE…HELP DESK…TECHNICAL SUPPORT

Summary Overview:
- Experience with computer operations, technical and desk support.
- Attention to detail attitude has resulted in a solid reputation for productivity, complex problem resolution and professionalism.
- Excellent communication and diagnostic skills specifically in times of crisis and escalated issues.
- A proactive and self-starter individual known to initiate process and system improvements to increase company stability, credibility and trust.

Education:

DeVry University - Sherman Oaks, CA
Bachelor of Science Degree: Computer Engineering Technology   2005
GPA 3.77   Dean's List 2002 to 2005

Technology:

MAC

OS 10.4 & 10.3	VNC	Install Hardware & Software
Configure DHCP & DNS	Open Directory	Net boot Image Install
Remote Desktop	Office for Macintosh	Quark License Server Group

PC

Windows 2003 Server	Windows 2000 Server	Active Directory
Active Directory	Configure DHCP	Windows XP Pro
Windows 2000 Pro	Office 2003 & previous	Sonic Firewall
VPN	Linksys Managed L2 Switch	Ghost multicast Server
Network Printers	Norton Network Anti Virus	Terminal Server
VNC	Install Hardware & Software	Campus VUE (CMC)
	MS Exchange Server	

Professional Experience:

Platt College   Network Administrator/Technical Support   Ontario, Alhambra & Huntington Beach
June 2002 – present

Provide all levels of technical support for 3 campus locations with a combined infrastructure of 500 client systems in a mixed Windows and Macintosh environment to include: supporting telephone systems, security and access control system and on-site Intranet server. Further performed collateral duties of operations and training of subordinate technicians.

- Worked closely with corporate office and Education department in developing timelines for software upgrades and deployment.
- Assisted both the National IT Director and Vice President of IT.
- Handled an average of fifty help tickets per week resolving 80% of issues within 24 hours.
- Assisted users with policies and procedures for setting up new user accounts, access to intranet for instructor scheduling, access to CampusVue for entry of student data, and email.
- Provided special support to key departments including Education, Admissions, Financial Aid and Career Services.
- Developed php based web server for submittal of help ticket requests.
- Lead in developing features for php based intranet server including, online calendaring and scheduling for classes, instructor information tracking, software licensing management and provided a student portal for submittal of print document to an off-site service, submittal ITN exam voucher requests, and completion of student end of course surveys.
- Respond to system hardware/software error messages, storage and hardware configuration problems.