**IT SPECIALIST RESUME**

**Resume Summary**

Computer Technician with 9+ years of experience in repairing computer hardware and diagnosing and resolving network and software issues. Skilled in maximizing productivity by patching and upgrading various applications, planning, installing, and configuring Windows Server and Workstation.

**Professional Experience**

**TRINITY INFORMATION SERVICES, Livonia, MI**

Computer Technician, September 2015–present

* Manage the installation, design, and network infrastructure of 60+ computers
* Deliver desktop support and technical training on software, hardware, and network troubleshooting to 50+ end users
* Coordinate all aspects of helpdesk and ticketing system, including network installation, maintenance, and support
* Deliver PC and Mac support via phone, email, RDP, and site visits to 100+ customers on a daily basis
* Utilize effective preventive and predictive maintenance techniques for computer repair and maintenance, improving efficiency by 25% while minimizing downtime by 15%

**O/E ENTERPRISE SOLUTIONS, INC., Troy, MI**

Computer Technician, July 2011–September 2015

* Performed a variety of computer repair and maintenance activities, including onsite repairs, replacements of parts, and negotiation of pricing for services with customers
* Traveled to on site locations in a 50-mile range, maintaining extended communications with clients to ensure maximum client satisfaction
* Successfully maintained up to 5 open requests simultaneously, resolving issues within 3 hours of arriving on site
* Evaluated system performance of 60+ machines to plan and execute software and hardware upgrades across the enterprise
* Employed effective troubleshooting techniques and process initiatives, which reduced downtime by 47% caused by computer and network issues

**Education**

MOUNTAIN WEST COLLEGE, Salt Lake City, UT

Associate of Science in Computer Science, June 2011

With highest honors (GPA: 3.9/4.0)

**Additional Skills**

* Expertise in Microsoft Office (Word, Excel, and PowerPoint)
* MS Access
* Windows XP/7/8/10
* Linux
* UNIX
* Mac OS
* TCP/IP and LAN/WAN,
* technical support