
DESKTOP SUPPORT ANALYST RESUME

Job Objective:

Obtain a Desktop Support Analyst position in a well established firm that offers opportunities for professional growth.

Highlights of Qualifications:

- In-depth knowledge of TCP/IP, DNS and Internetworking Technology
 - Proficient with MS Office and Exchange and Outlook Email applications
 - Sound knowledge of Antivirus, Spyware, network architecture and Firewall applications
 - Excellent oral and written communication and interpersonal skills
 - Ability to work in a team as well as independently
 - Strong organizational and time management skills
 - Exceptional problem solving and customer service skills
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Professional Experience:

Desktop Support Analyst, August 2005 – Present
Robert Half Technology, Lansing, MI

- Provided second level desktop support to all onsite plant personnel to setup, configure, troubleshoot, analyze, and repair computer systems.
- Supported and provided hardware and computer peripherals in a customized Windows XP environment.
- Managed the desktop hardware and software inventory and procuring hardware, software and related supplies.
- Provided supported by travelling between plant sites.

Desktop Support Analyst, May 2000 – July 2005
Cincinnati Bell Tech Solutions, Lansing, MI

- Installed and repaired all pc hardware, laptops and peripherals.
 - Created and deployed desktop images from scratch in coordination with Desktop Engineers.
 - Interacted with network and telecommunications support team and presented detailed documentation.
 - Resolved issues with Windows 2000 and Windows XP desktops.
 - Attended calls using tracking system accurately and thoroughly with comprehensive detail.
 - Reviewed open problem tickets daily.
 - Identified problem and forwarded it to appropriate area of responsibility.
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Education:

Bachelor's Degree in Information Systems, University of California, Berkeley, CA

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