DESKTOP SUPPORT ENGINEER RESUME

Objective:

To obtain a Desktop Support Engineer position in a well established company where my skills will make a positive contribution.

Skills:

- Familiar with different operating systems and antivirus systems
- Wide knowledge in PC hardware and Windows OS.
- Extensive experience in back office and desktop troubleshooting and problem diagnosis.
- Skilled at troubleshooting networking related problems.

Professional Experience:

- Desktop Support Engineer, 2006 to till date
- Aastra Technologies Limited, CA

- Created and maintained standard laptop and desktop build procedures.
- Diagnosed, analyzed and resolved user laptop, PC or handheld devices software and hardware issues.
- Tested computers and ensured that computer systems were functioning properly.
- Installed, upgraded and tested various vendor-based desktop related software, following new releases or upon user requests.

Education:

M.S in Computer Science Engineering, 2006
Northwestern University
B.S in Computer Science Engineering, 2004
Columbia University

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