DESKTOP SUPPORT MANAGER RESUME

Objective:

Seeking the position of Desktop Support Engineer where my demonstrated software and technical skills as well as knowledge in PC Hardware, Windows OS, and Antivirus Systems will be fully utilized to help the company achieve its goals and objectives.

Education:

Master of Science, Engineering, 2002
Cornell University

BS in Computer Science Engineering, 1998
Cornell University

Skills:

- Strong familiarity with different operating systems and antivirus systems
- knowledgeable in PC hardware and Windows OS
- Expert in Remote Facility ManagementSupport and Troubleshooting
- Skilled in Helpdesk Management
- Expert in Disaster Recovery Planning & Microsoft Office Suite
- Knowledgeable in User Support and Infrastructure Data/Voice
- Resourceful and result-oriented worker

Professional Experience:

- Sr. Desktop Systems Manager, 2008-present
- Health Care, Inc., Deming. NM

Responsibilities:

- Consolidated HTML email system to a single server.
- Centralized the company's Helpdesk system to promptly duress issues.
- Implemented company-wide infrastructure in monitoring the system

- Jr. Desktop Support Manager, 2005-2008
- H. Group Holding, Inc., Deming. NM

Responsibilities:

- Supervised and Assisted in VOIP, Cisco routers and switches, category 6 and fiber optics.
- Designed and managed all territory computer rights, shares and printers
- Administered efficient coverage of protection using Symantec Anti Virus and Black Ice firewall protection.

- Desktop Support Manager, 2002-2005
- H. Heller & Co., Inc., Deming. NM

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- Jr. Desktop Support Manager, 2005-2008
- H. Group Holding, Inc., Deming. NM

Certifications and Affiliations:

IBM Basic Blue for Managers
GCNA Certification
Windows NT Administration & Installation Net+ certification

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