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## Desktop Support Specialist Resume

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### Job Objective

Seeking work as a Desktop Support Specialist so I can use my skills and past experiences to better the company.  
Bringing specialized knowledge to the table to also improve your company with my skills

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### Highlights of Qualifications:

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- Remarkable experience in Customer Support
  - Huge knowledge of hardware and software installation
  - Deep knowledge of Windows Operating Systems
  - Familiarity with setup of common desktop software applications
  - Amazing ability to evaluate situations
  - Outstanding ability to travel domestically
  - Superior interpersonal and communication skills
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### Professional Experience:

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Desktop Support Specialist  
Goodrich Corporation, Westbury, NY  
May 2006 – Present

- Managed aspects of pc hardware and operating system installation.
- Updated desktop productivity applications.
- Handled user computing needs.
- Aided supervision of IT trouble ticket system.
- Imparted end user training.

Desktop Support Specialist  
Mycroft, Westbury, NY  
March 2003 – April 2006

- Aided Windows Operating Systems and MS-Office.
  - Handled problems reported by end users.
  - Outlined problems affecting software applications.
  - Installed new hardware and software.
  - Maintained documentation procedures and retrieve computer equipment.
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### Education:

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Bachelor's Degree in Information Technology  
American Graduate University, Covina, CA

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