End User Support Resume

Job Objective

Seeking a position as End User Support in highly reputed and professional organization.

Summary of Qualifications:

- Sound knowledge of providing technical support as part of a corporate information technology department
- Profound knowledge of identifying and troubleshooting PC hardware and software issues
- In-depth knowledge of supporting users in an Active Directory environment
- Skilled in supporting MS Outlook with MS Exchange
- Excellent analytical, problem-solving, decision-making and conflict resolution skills
- Thorough knowledge of troubleshooting network connectivity issues LAN, WAN and VPN
- Excellent written and oral communication skills
- Ability to escalate issues appropriately
- Ability to organize workload and multi-task and prioritize work effectively

Work Experience:

End User Support, August 2005 – Present
Morrison & Foerster LLP, Ellettsville, IN

- Supported users in person, over the phone and using remote desktop tools.
- Documented the problem, the action taken and the resolution in a ticket management system.
- Worked within a tiered structure and assisted JR Contractors, while escalating complex issues to more senior team members of the team.
- Installed, configured and resolved Windows XP clients in an Active Directory environment.
- Supported clients working remotely via a VPN software client over cable and DSL connections.
- Conducted Active Directory Domain administrative tasks under the guidance of the network-engineering group.

Education:

Bachelor's Degree in Information Technology, Garrett-Evangelical Theological Seminary, Illinois, IL

Build your Resume Now