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## Help Desk Agent Resume

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### Job Objective

To obtain a Help Desk Agent position and to contribute to the success and reputation of the company.

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### Work Experience:

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Help Desk Agent, May 2004 – Present

Dynamics Research Corporation, Kissimmee, FL

- Handled multiple calls at a time during rush hour.
- Maintained customer understanding and ensure to stay focused.
- Provided initial appraisal of classification and priority of service requests.
- Ensured to log all pertinent information.
- Ensured escalation of events and service requests.
- Provided support regarding contact resolution.

Help Desk Agent, March 2002– April 2004

Siemens IT Solutions and Services, Inc., Kissimmee, FL

- Performed hierarchical escalation to Help Desk Management.
  - Maintained ownership of services, ensuring timely entry, updating, and closure of all tickets and issues.
  - Ensured to conducted equipment diagnostics to determine nature of problems.
  - Provided technical support to users and office staff.
  - Maintained and repaired computer equipment or recommend purchase.
  - Facilitated to conduct training to users and office staff on the use of computer related equipment.
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### Summary of Qualifications:

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- Remarkable experience in administering Help Desk and technical support
  - Sound knowledge to assess the needs of the customer
  - Profound ability to troubleshoot and resolve technical issues
  - Proficient with PTA, Early Returns, Queue Desk, Sabre and Microsoft Office Suite
  - Ability to de-escalate callers and work toward finding solutions
  - Excellent customer service and communication skills
  - Proven ability to follow directions and handle ambiguity
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### Education:

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Associate Degree in Public Relations, Volunteer State Community College, Gallatin, TN

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