
HELP DESK ASSISTANT RESUME

Objective:

To obtain the Help Desk Assistant position that will expand and develop my skills.

Summary of Skills:

- Strong working knowledge of web technologies
 - Strong customer service skills
 - Ability to work well in dynamic team environment
 - Ability to manage multiple projects
 - Familiarity with computer software, desktops, laptops, servers, Windows 2003, Windows XP, Office 2003
 - Ability to adapt and retain changes to procedures and policies
 - Good writing and editing skills
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Work Experience:

Help Desk Assistant
Cincinnati Sub-Zero Products Inc, Joliet, IL
August 2005 to till date

- Developed, implemented, supported company website as needed.
- Worked with team mates frequently on resolving and documenting issues.
- Escalated and communicated issues to management as needed.
- Researched more advanced computer issues and provided instruction to teammates.

Help Desk Assistant
Shopzilla, Joliet, IL
May 2000 to July 2005

- Monitored and responded to emails received in Helpdesk email account.
 - Developed and documented new solutions to frequently occurring problems.
 - Monitored and responded to voice mails received at the Helpdesk.
 - Entered security requests into approval system.
 - Attended regular technical and communication training sessions.
 - Participated in the rotation of after-hours emergency support.
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Education:

Associates degree in Information Systems
St. Louis University, St. Louis, MO

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