
Help Desk Coordinator Resume

Job Objective

To obtain a Help Desk Coordinator position in a company that will allow me to grow with the company.

Work Experience:

Help Desk Coordinator, August 2005 – Present
Vessel, Inc., Denver, CO

- Handled problems with hardware, software, networking, and other computer-related technologies.
- Identified user problem and coordinated with user to diagnose source of error.
- Handled problem recognition, researched, isolated, resolved and followed-up for routine user problems.
- Logged and tracked calls and maintained history records.
- Prepared standard statistical reports, such as help desk incident reports.

Help Desk Coordinator, May 2000 – July 2005
EMRI Corporation, Denver, CO

- Identified and resolved systems and client issues.
 - Escalated complex problems to the second level support team when solutions are unclear.
 - Designed and conducted structured testing of new services, including quality checking.
 - Processed daily membership and enrollment forms.
 - Coordinated in the development of user documentation, training, knowledge base articles, web content and communications to campus.
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Summary of Qualifications:

- Strong accomplished experience in providing technical and help desk support
 - Proficient in Microsoft Office 2007 software, including Word, Excel, and PowerPoint
 - Outstanding ability to interpret instructions and diagram form
 - Familiarity with TCP/IP, Routers, Switches, Firewalls, DNS, DHCP, FTP & VPN
 - Outstanding ability to deal with coordinating issues related to PCs
 - Excellent interpersonal and communication (written and verbal) skill
 - Detail-oriented and strong customer service skills
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Education:

High School Diploma, Lincoln High School, Idaho Falls, ID

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