
Help Desk Operator Resume

Job Objective

To obtain a Help Desk Operator position that will promote growth, stability and opportunity for advancement.

Summary of Qualifications:

- Sound knowledge of resolving technical issues over the phone and in person
 - Profound knowledge of Macintosh OS X, Windows and Linux
 - Proficient in Microsoft Office products
 - Sound knowledge of trouble ticket process
 - Skilled in installing and troubleshooting computer hardware and software
 - Exceptional ability to deal with frustrated callers
 - Proven ability to install and configure Windows operating systems
 - Remarkable ability to troubleshoot PC hardware and software problems
 - Excellent verbal and written communication skills
 - Strong interpersonal and organization skills
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Work Experience:

Help Desk Operator, May 2004 – Present
Xantrex Technology Inc., Centre, AL

- Maintained call logging data accurately.
- Managed time and workload to meet predetermined service levels.
- Initiated the problem management workflow process.
- Ensured appropriate process standards are met and maintained.
- Performed on phone diagnostics and troubleshooting.

Help Desk Operator, March 2002– April 2004
Quality Staffing Specialists, Centre, AL

- Answered questions regarding policies, procedures and regulations.
 - Conducted analysis regarding trends related to the mission.
 - Advised and assisted management with mission requirements, capabilities and future needs.
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Education:

Associate's Degree in Computer Science, Colorado State University, Colorado, CO

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