
Help Desk Representative Resume

Job Objective

To obtain a position as Help Desk Representative with growing firm in which to enhance my skills and help company grow.

Highlights of Qualifications:

- Remarkable experience working in help desk field and networking
 - Deep knowledge of computer and network security systems as well as programming languages
 - Proficient with IT development procedures, lifecycle management and programming languages
 - Remarkable capability to identify and resolve computer system malfunctions and coordinate about technical issues to non technical personnel
 - Amazing ability to install, configure and take care of personal computers, networks, hardware and software
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Professional Experience:

Help Desk Representative
Grady Health System, Carson City NV
November 2006 – Present

- Supervised end-user workstations and end-user activities.
- Evaluated user problems and its source and implemented solutions.
- Installed, configured and took care of personal computers and managed application installation and up gradation.
- Kept a record of site licenses for department and enforced network security.
- Repaired networks, systems and applications and carried out training for system users.
- Aided personnel of other units as a computer resource and imparted computer orientation to new and present company staff.

Help Desk Representative
Transportation Systems, Carson City NV
February 2001 – October 2006

- Handled computer hardware and software queries over the phone.
 - Outlined root cause and imparted appropriate solutions and even extended high level of hardware troubleshooting on specified products.
 - Switched unresolved calls to appropriate authorities and aided to outline PC help desk performance reports.
 - Coordinated with supervisor, customer and other PC Help Desk team members.
 - Coached trainees and handled queries with regard to PC software.
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Education:

Bachelor's Degree In Information Technology
Southwest Florida College, Fort Myers, FL

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