
Information Technology Support Resume

Job Objective

Seeking a position as Information Technology Support in a stable company where I can use my skills to benefit the company.

Summary of Qualifications:

- Profound knowledge of building, configuring, testing and troubleshooting of PCs and peripherals
 - Sound knowledge of corporate network security, firewall configuration and anti-virus software
 - Extensive programming knowledge of SQL, ASP, VB and VBA processes, .Net and FoxPro
 - Skilled with emerging software application trends and technologies
 - Proficient in windows Operating System, Microsoft Office Suite and Numara Track-It, Network architecture and design
 - Excellent interpersonal, communication and writing skills
 - Ability to work under pressure and independently
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Work Experience:

Information Technology Support, August 2005 – Present
ManTech International, San Diego, CA

- Maintained and enhanced existing Access and other database applications.
- Provided technical support for the database environment.
- Provided proper documentation in support of applications that can be used by the Information Technology staff.
- Assisted management in decision-making on related projects.
- Configured and deployed IT equipment lifting, moving and transporting when required.
- Implemented and maintained standards for new technologies.
- Provided technical guidance during all phases of the development processes.

Information Technology Support, May 2000 – July 2005
Zeiders Enterprises, San Diego, CA

- Resolved and diagnosed hardware, software and network issues.
 - Performed data base analysis and structure queries (SQL, FoxPro).
 - Maintained compliance with all mandated technology-related security regulations.
 - Assisted with development of a technology disaster recovery plan.
 - Responsible for Training Clients on internally developed software.
 - Provided Helpdesk Support to users and managed work orders, processed via telephone, via email utilized tracking software.
 - Performed duties consistent with program and agency policies and procedures.
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Education:

Bachelor Degree in Information Technology, College of Mount Saint Joseph, Ohio, OH

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