
IT Coordinator Resume

Job Objective

Seeking an IT Coordinator position that offers an immediate challenge, career opportunity, and advancement.

Work Experience:

IT Coordinator, August 2005 – Present
Chip, Inc., Wichita, AR

- Resolved and documented software, hardware, network, telephone and connectivity problems.
- Installed and updated software and hardware and new workstation installs.
- Assisted users with issues and problems from a variety of sources including proprietary and MS Office applications and Microsoft Operating Systems 98, 2000 and XP.
- Ordered all site computer related equipment and maintained asset tracking.
- Performed low-level maintenance and resolved problems of all printers.
- Scheduled, monitored and logged server backups.

IT Coordinator, May 2000 – July 2005
Sunrise Corporation, Wichita, AR

- Responded to incoming help requests from end users via telephone and email and provided users with prompt resolution.
 - Provided training on all Microsoft Office Suite of programs and personal computer, cell phone, desk phone and other related equipment.
 - Participated in identification and selection of instructors and external course providers for specialized training needs.
 - Developed, trained and supported users in the use and creation of Microsoft Access databases.
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Summary of Qualifications:

- Experience in tier 2 IT and providing Help Desk support
 - In-depth knowledge of IT Project management practices
 - Exceptional ability to Understand and apply knowledge from technical manuals
 - Profound ability to maintain confidentiality and professionalism
 - Ability to communicate, and interact across facilities and at various levels
 - Excellent presentation skills to engage technical and non-technical audiences
 - Ability to work on fast-paced, team-oriented environment while handling multiple priorities
 - Proficient with PC, MS Word, Excel, Visio and associated publications software
 - Good customer service orientation and interpersonal skills
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Education:

Bachelor's Degree in Information Technology, Wilkes University, Pennsylvania, PA

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