
IT Desktop Support Resume

Job Objective

Seeking a position as IT Desktop Support in a reputable company that permits me to utilize my education and training for the development of the company.

Summary of Qualifications:

- Remarkable experience in providing support to desktops and laptops
 - Familiarity with Windows Server, Unix platform, Lotus Notes, helpdesk software
 - Proficient with MS Office (Excel and Visio), Clearcase, SQL, testing, administration, querying and reporting
 - Ability to communicate solutions to both technical and non-technical customers
 - Ability to analyze and troubleshoot issues related to software and connectivity
 - Profound ability to interact with all levels of staff including senior management
 - Strong organizational and time management skills
 - Superb problem solving and customer service skills
 - Excellent oral and written communication skills
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Work Experience:

IT Desktop Support, August 2005 – Present
Cybercoders, Atlanta, GA

- Supported all Microsoft, third party and internally designed applications.
- Facilitated to Install and repair all PC hardware, laptops and peripherals.
- Worked with Desktop Engineers and generated and organized desktop images.
- Ensured to review open problem tickets daily and follow up with open work orders.
- Identified problems and passed on to appropriate area(s) of responsibility.

IT Desktop Support, May 2000 – July 2005
Teksystems, Atlanta, GA

- Responded profoundly to second level technical support requests.
 - Prioritized research and resolved a variety of technical problems.
 - Monitored progress on issues to ensure timely resolution.
 - Troubleshoot and resolved a variety of technical issues.
 - Provided immediate and long-term solutions to issues and anomalies.
 - Participated in 24/7 support and on-call rotation.
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Education:

Associates Degree in Computer Science, Saint John Vianney College Seminary, Florida, FL

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