
IT Help Desk Coordinator Resume

Job Objective

To secure the position of IT Help Desk Coordinator that will allow me to utilize acquired skills and experience.

Work Experience:

IT Help Desk Coordinator, May 2004 – Present
Albert, Gainesboro, TN

- Responded to all incoming calls to the help desk.
- Answered questions and resolved simple requests.
- Identified complex requests and forwarded to appropriate analyst.
- Managed the Service Directs database.
- Accountable for coordination of configuration and distribution of new hardware.
- Managed internal IT help desk and acted as first responder.

IT Help Desk Coordinator, March 2002 – April 2004
Lotus,inc., Gainesboro, TN

- Managed connectivity for both internal accounts and guest accounts.
 - Served as facilities contact with building landlord.
 - Assisted in preparing custom reports utilizing existing system data.
 - Supported other departments and projects as assigned.
 - Served as software system administrator for Microsoft CRM 4.0.
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Summary of Qualifications:

- Profound knowledge of laptop and desktop support
 - Sound knowledge of IT system configuration and implementation
 - In-depth knowledge of utilizing Crystal Reports and relevant call tracking applications
 - Proficient in dealing with highly confidential information
 - Proficient with MS CRM, MS Outlook, MS Office suite and servers
 - Exceptional ability to manage multiple projects in a timely manner
 - Excellent communicator with strong written and verbal skills
 - Excellent customer service skills
 - Superior conflict resolution and analytical skills
 - Good organizational skills and excellent Phone etiquette skills
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Education:

Bachelor's Degree in Computer Science, Eastern University, Pennsylvania, PA

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