
IT Help Desk Support Resume

Job Objective

Seeking a position as IT Help Desk Support in a reputed organization where I can utilize my knowledge and experience.

Summary of Qualifications:

- Remarkable experience working in a Helpdesk environment
 - Proficient in including experience using ticket tracking system, MS Office suite and MS Outlook
 - Skilled in using remote desktop and a related remote desktop control application
 - Sound knowledge of Microsoft Operating Systems and related applications
 - Excellent interpersonal and communication skills
 - Strong attention to detail and ability to prioritize tasks
 - Proven ability to troubleshoot PC applications and networking-related problems
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Work Experience:

IT Help Desk Support, August 2005 – Present
Teksystems, Inc., El Segundo, CA

- Troubleshot hardware, software, and network problems over phone.
- Provided on-site simultaneous support to multiple users in diverse locations.
- Monitored and reported on incoming phone calls, issues, and resolutions.
- Prepared reports for a variety of corporate systems and programs.
- Provided training to users on software and hardware components.
- Administered installation of Personal Computers; software and peripherals.

IT Help Desk Support, May 2000 – July 2005
Pomeroy IT Solutions, El Segundo, CA

- Responded and recorded calls and emails related to Computer Support issues.
 - Resolved software installations, updates, and licensing issues.
 - Ensured to track all the issued hardware and software inventories.
 - Managed to resolve hardware and software issues through communications.
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Education:

Bachelor's degree in Information Technology, William Carey College, Mississippi, MS

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