

---

## 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
- 

### 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.
- 

### Education:

---

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

[Build your Resume Now](#)