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## IT Remote Support Resume

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### Job Objective

Seeking a position as IT Remote Support in a stable company where I can use my skills to benefit the company.

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### Summary of Qualifications:

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- Remarkable experience in providing Remote Network Support
  - Excellent knowledge of server platforms, network diagnostic tools and VPN troubleshooting
  - Familiarity with protocols and services including HTTP, HTTPS, FTP, DNS, firewalls, caching and proxies
  - Strong written and verbal communication skills
  - Profound ability to prioritize work to simultaneously handle multiple responsibilities
  - Proven ability to seek & obtain proactive solutions to difficult situations
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### Work Experience:

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IT Remote Support, August 2005 – Present  
Staples, Inc., Worthington, OH

- Delivered personalized IT infrastructure support for customer base from a centralized facility using remote capabilities and leading edge automation tools.
- Managed to identify, troubleshoot, research, support and resolve customer IT issues.
- Ensured accurate and up to date delivery of information.
- Assisted users in solving all computer-related problems through remote login, over the phone and by email.

IT Remote Support, May 2000 – July 2005  
Mitre Corporation, Worthington, OH

- Troubleshoot, diagnosed all common PC related problems.
  - Assisted with PC, network hardware and software upgrades as required.
  - Responded appropriately to end user community queries.
  - Assisted in testing and deploying software upgrades on all systems.
  - Documented helpdesk issues and administered timely follow-up till resolution of issue.
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### Education:

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Bachelor's Degree in Information Technology, Concordia University-Irvine, California, CA

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