
IT SUPPORT ASSISTANT RESUME

Objective:

To obtain the IT Support Assistant position and utilize my experience and skills for the successful completion of each job task.

Summary of Skills:

- Operational knowledge with Mac operating systems and Windows operating systems
- Proficient in Microsoft Office – Excel, Visio, PowerPoint, Project, Word, Microsoft Access and Adobe Creative Suite software
- Excellent organizational, written and verbal communication skills
- Ability to communicate with management, staff and other administrators
- Sound knowledge of email and networked systems.
- Ability to multitask while working with people in various agencies

Work Experience:

IT Support Assistant
Liberation Programs, Inc., Joliet, IL
August 2005 to till date

- Answered phone calls and responded to voicemail.
- Created, escalated and tracked tickets in the Web Help Desk.
- Performed desktop support visits and supported Faculty Technology Center.
- Scheduled floating computers and mobile carts.
- Accompanied Asset developments and refresh cycles for technology.

IT Support Assistant
Camber Corporation, Joliet, IL
May 2000 to July 2005

- Performed and conducted administrative activities such as accepting deliveries.
- Ordered office supplies and maintained properly functioning office equipment.
- Created, edited and maintained company departmental documents.
- Approved Departmental Invoices in OnBase and processed IT invoices for payments.
- Coordinated travel arrangements for the Vice President of IT and members of their staffs.

Education:

Bachelor's Degree in Business Administration
University of Utah, Salt Lake City, UT

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