User Support Resume

Job Objective

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

Summary of Qualifications:

- Remarkable experience supporting users in an Active Directory environment
- Familiarity with Microsoft Win 9X, Win NT, 2000 and XP pro operating systems
- Skilled in supporting MS Outlook with MS Exchange and TCP/IP networking concepts
- Expert in troubleshooting LAN connectivity issues, PC hardware and software issues
- Proven ability to act on own initiative and establish effective relationships
- Strong desire to work in a customer service environment
- Exceptional customer service orientation
- Excellent oral and written communication skills

Work Experience:

- User Support, August 2005 – Present
- MSX International, Westchester, IL
- Provided assistance and solutions to software and hardware service issues.
- Developed user friendly documentation for hardware and software.
- Determined research database and server needs and support and acted accordingly.
- Diagnosed and resolved problems independently.
- Provided client-oriented assistance and solutions to staff, students and faculty.
- User Support, May 2000 – July 2005
- Kirkland & Ellis, Westchester, IL
- Recommended solutions to general software, hardware and network problems.
- Partnered with the local computer support team and the central IT organization.
- Acted as the team's lead in handling ticket requests and assisting in setting priorities.
- Managed to obtain necessary coordination from other support team.
- Maintained all necessary departmental technical records.

Education:

- Bachelor's Degree in Computer Science, Arkansas Tech University, Arkansas, AR

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