

PROFILE

- *Established ability to analyze, troubleshoot and determine technical problems.*
- *Rapid learner with strong working skills of networking, software, hardware, OS and security application.*
- *Excellent academic record.*
- *Exceptional communication skills.*
- *Great analytical and problem resolving ability, with a track record of enhancing operations.*

EDUCATION

Knox College, Galesburg, IL – Bachelor of Arts in Computer Science June 2012
Double Minor: Business & Management and Economics

TECHNICAL QUALIFICATIONS

OS – Win 2007/XP/ME, Mac OS X
Networking – TCP/IP, LAN/WAN, VPN
Languages – HTML, XML
Software – Microsoft Office XP/2007, Norton Utilities, Lotus Notes, Adobe Photoshop

RELATED EXPERIENCE

Helpdesk Technician – ABC Organization, New York, NY Summer 2010

- Worked the service point-of-contact for the helpdesk
- Assisted to analyze, troubleshoot, and determine process to solve problems
- Helped in programming OS from Win 2000/XP for thirty workstations to Win 2007/XP
- Offered regular technical maintenance for email, connectivity, telecommunications, network, and peripheral equipment
- Set up computers and responsible for software installations
- Created a web-based helpdesk request system, which increased IT response time by 21%

Computer Technician – Knox College, Galesburg, IL Sept 2008 – Present

- Coached student workers in different OS and the software applications to improve the basic knowledge of computer handling
- Served as an adviser in the computer labs, guiding students on an individual basis
- Offered the emergency technical assistance for early-morning shifts
- Assisted with installation of seventeen new PCs and the Mac computers for labs
- Started and maintain a log for all work orders placed through help desk
- Created a problems database and also a resolution database which helped labs in assessing student needs

COMMUNITY INVOLVEMENT

Computer Lab Volunteer – Galesburg Community School District 205
Reading Buddy Volunteer – Silas Willard Elementary School
Database Programmer – Knox County Health Department
Big Brother – Big Brother/Big Sister Program

EXTRACURRICULAR ACTIVITIES

Knox College Business Club
Knox College Film Club
Knox College Intramural Basketball Team