



University of Maryland University College

Mike Smith

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CAREER OBJECTIVE

A management position in Help Desk/Service support with a company that will utilize previous experience and skills to meet business objectives and support commitments to customer service improvement.

KEY QUALIFICATIONS

- Over 10 years experiences in Information Technology
- Outstanding problem solving and troubleshooting skills
- Dynamic team player
- Exceptional communication and presentation skills

TECHNICAL SUMMARY

OPERATING SYSTEMS: Windows XP/2000/NT/9x, MacOS 10x/9x, Novell

LANGUAGES: Java, C++

DATABASES: Oracle 9i, MS Access, PHP

SOFTWARE: MS Office Suite 2000/XP, Photoshop CS, Adobe

Illustrator CS, Adobe Acrobat 7.0, Endnote 7.0, MS Project 2003, Visio, Trillian, SSH, Various Antivirus Suites, Crystal Reports, Heat, Remedy, Request Tracker, Lotus Notes, SMS, Ghost

PROTOCOLS: TCP/IP, SSH, (S)FTP

EXPERIENCE

Charm City College, 2006 – present

Senior Manager of Support Desk

- Provide comprehensive evaluations of the current support functions to include call flows, problem management, change management, staffing models and skill sets, management models and skill sets so that clients could re-organize and re-align operations into an effective and cost reducing organization
- Manage full implementation of multiple call centers / service desks to include staff, Operational / Service Level Agreements (OLA's / SLA's), software tools, and processes and procedures
- Serve as the initial point of contact for resolution of desktop/network-related problems in a 300+ user environment
- Troubleshoot, research, diagnose, document and resolve technical issues surrounding Windows XP, MS Office, GroupWise, Lotus Notes, Heat, Internet connectivity and hardware/peripherals
- Recommend that new employees undergo training on desktop software applications. Provide training to all new employees
- Earned a reputation for quickly responding to trouble tickets, prioritizing user requests, and resolving complex issues. Successfully resolve hundreds of issues monthly without requiring escalation to a higher tier
- Set up workstations and laptops for new employees; configured systems, ensured network connectivity, and installed and tested hardware and software
- Develop plans for upgrade\rollout of new hardware\software
- Responsible for the distribution of software throughout the company utilizing Novell's
 - ZEN Works application
- Install and configure GroupWise 6x and Novell Netware Client software
- Provide IT orientation training to all new hires



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Charm City College 1998 – 2006

Help Desk Technician

- Provided technical support for the electronic medical school application process.
- Responded to telephone and email requests for assistance from medical school applicants.
- Provided application software and hardware troubleshooting
- Assisted in maintaining and debugging application software

XYZ Corporation, 1995-1998

Computer Support Associate

- Supported Canon Bubble Jet printers
- Installation of drivers
- Coordinated problem solving resolutions
- Supported more than 1000 customers, nation wide
- Received recognition for call volume, call resolution and talk time

ABC Corporation, 1990 – 1995

Contract/Specialist/Computer Operator

- Responsible for purchasing computer hardware and software
- Renewed and revised maintenance contracts
- Performed nightly system backups.

EDUCATION

University of Maryland University College, Adelphi, MD
Master of Science in Information Technology (currently enrolled)

Tech University, Charm City, MD
Bachelor of Science in Computer Information Science