

Joe Shmoe

joe.shmoe@gmail.com – (999) 999-999 – Northern, VA

Skills

Spiceworks Ticketing System
Windows 8.1/7
Active Directory
PFSense

Cisco Routers
Basic Ubuntu

Soft

Customer Service
Problem Solving
Adaptability
Strong Work Ethic

Experience

Company: Help Desk Technician

Computer Hardware & Troubleshooting
August 2015 – July 2016

- Facilitated in the deployment and support of 1100 users, offered customer service help resetting passwords to changing computer hardware like charging ports.
- Supported the deployment of classrooms for testing purposes, aiding in cabling infrastructure and imaging desktops over the network.
- Resolved tickets via Spiceworks ticketing system, solving up to 7 tickets a day.

Minute Taker

Individual Contractor
April – June 2016

- Supported two organizations in the process of objective documentation during business meetings.
- Wrote up documentation based on what took place during a meeting, and what occurred during the month.

Company LLC

Job Shadow
April 3-8, 2016

- Job shadowed an IT consulting firm that is based in the northern Virginia metropolitan area.
 - Learned practical business applications and problem solving that is needed for IT consulting.
 - Gained experience installing and solving problems with Windows Server 2012.
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Projects

Program 1

Computer Repair
September 2015 – April 2016

- Facilitated the repair of 60 desktops, troubleshooting, re-imaging, and installing new hardware components like hard disk drives, and upgrading memory.
- Participated in the Bridging the Gap event where the team donated the desktops to the local community.

Personal Projects

February 2015 – Present Day

- Installed PFSense on a personal desktop to help mitigate DoS attacks over a game service.
 - Setup Windows Server 2012 and Active Directory on domain for educational purposes.
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Education

High School 1

- Graduated June 2016
- Took multiple extra curricular activity consisting of yearbook staff and dual sports.
- Received credit in classes ranging from Cisco Networking Academy, to basic Java programming, and basic web development.

REFERENCES AVAILABLE UPON REQUEST