

MY NAME

Anywhere, USA

Cell: xxx-xxx-xxxx

Email: myname@gmail.com

Summary

Recent college graduate who is a client-driven IT Professional with a passion to provide the highest level of customer service. Strong academic background with hands-on experience in software, hardware, and network troubleshooting. Effective at completing tasks in a timely and professional manner

Skills

- Effectively communicate the troubleshooting steps through professional service and attention to detail while taking the end user through the process
- Excellent interpersonal communication skills and experience in assisting difficult customers

Platforms

- Windows 10, 8, 7, XP, Windows Server 2012, VMWare, Mac OSX, Android, IOS

Networking

- TCP/IP, DNS, DHCP, Ethernet

Tools

- Microsoft Office, Firewall Suites, Norton, McAfee

Education

ASSOCIATE DEGREE | 2020 | CALHOUN COLLEGE

- **Double Major:** CIS Networking - CIS Cyber Security
- **GPA:** Major/overall 4.0 - Presidents List 2 semesters

Related Courses

- Network Services Admin, Computer Maintenance, CCNA Server Administration, Network Security, Microcomputer Applications, Enterprise Virtualization

Certifications

- CompTIA A+, CompTIA Security+ CE & Currently studying for Network+

Employment

- RADIO SHACK, HUNTSVILLE, AL. 10/13 – 06/16 – IT SUPPORT/CUSTOMER SERVICE
- FRY'S ELECTRONICS, DOWNERS GROVE, IL. 12/10-08/13-CUSTOMER-SERVICE/SALES