

Summary A+ Certified Technician
 3 years in Retail Computer repair
 2 years supporting 1,500 users
 Pursuing Network + certification

Education 1997-2001 State Technical Institute Memphis, TN
Associates of Applied Science:
 Computer Engineering

Experience

2005 Schering-Plough Healthcare Products Memphis, TN
Help Desk Analyst

- Worldwide Technical support
- Familiar with Remedy ticket logging system
- User account administration for Novell, Windows NT and 2000 servers.

2005 Mirabile Investment Company Memphis, TN
M.I.S. Technician

- Technical support and networking for Burger King
- Familiar with cabling, cash register and computer repair
- 45 Burger King locations spanning Mississippi, Arkansas, and Tennessee

2004-2005 Chahta Enterprises Choctaw, MS
Help Desk Coordinator

- Technical support for Choctaw owned industry
- Distributed work orders to technicians

2002-2004 Pomeroy I.T. Solutions Birmingham, AL
Field Technician

- Technical support:
 - 1,500 users at Compass Bank corporate office
- Hardware installation and configuration
- Laptop repair and maintenance
- Printer maintenance

2002 Race Trac Petroleum Birmingham, AL
Swing Manager

- Supervised second and third shift
- Delegated responsibilities to employees on shift

1998-2001 Best Buy, Inc. Memphis, TN
PC Technician

- Troubleshooting for consumer computers
- Computer repair
- Computer upgrades