

Steve Gates

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SUMMARY OF QUALIFICATIONS

- Develop attractive and effective slide shows using Microsoft PowerPoint
- Automate application software operations via macros and VBA programming techniques
- Proven ability to develop attractive Web pages using HTML and CSS coding techniques
- Troubleshoot and repair computer hardware and operating system problems
- Install, configure, and maintain computer hardware and peripherals
- Works well independently as well as part of a team
- Communicate effectively with colleagues and end-users to ensure complete understanding of steps and processes needed
- Utilize thorough and complete documentation procedures
- Technical skills: Microsoft Office Suite, Visual Basic 2012, SQL, HTML, CSS, ISO 9000, iOS Operation, Cisco 1

EDUCATION

Northeast Wisconsin Technical College, Green Bay, WI

Associate Degree, Computer Support Specialist

Expected Graduation: May 2021

Related Coursework: IT: Network: Client OP Sys, Business Principles, IT Documentation, IT Training, IT: Support: Help Desk/User Support, Website Coding

EXPERIENCE

Desktop Support Technician, Intern

December 2019 – Present

Core Computer Solutions, Green Bay, WI

- Assess and recommend hardware and software configurations
- Install and maintain PC hardware, software, and vendor provided systems
- Provide technical assistance and training to end users and technical staff
- Set-up and test PC's and peripherals such as monitors, keyboards, printers, CDROM drives and disk drives

Customer Service Representative

March 2016 – December 2019

Road View Inc., Green Bay, WI

- Provided support to branch office sales representatives
- Utilized customized software systems; Microsoft applications to complete assigned tasks
- Performed general administrative tasks, including scheduling appointments, tracking shipments, and entering loads into the system

COMMUNITY INVOLVEMENT/VOLUNTEERING

- Volunteer, Boys and Girls Club-Green Bay

March 2016 – Present