

## Ima IT Whiz

123 Main Street, Green Bay, WI 54303 | 920-555-1212 | ima.itwhiz@example.com

### SUMMARY OF QUALIFICATIONS

- Strong analytical and problem-solving skills with the ability to quickly adapt to changing and competing priorities
- 3+ years customer service experience; able to interact with all levels of technical understanding
- Ability to maintain highly secure nature of information technology work
- Demonstrated skills in incident/problem management, capacity and performance management
- Experience and sound working knowledge of the following areas: Windows Server administration including Active Directory and the use of Group Policies Backup/recovery technologies; TCP/IP, routing, switching, DHCP and DNS, Cisco IP Telephony
- Self-motivated, able to prioritize, good at time management and goal driven

### TECHNICAL SKILLS

C#, Visual Basic, and Power Shell; system architecture, administration, and management of operating systems, virtualization software, and networking

### EDUCATION

**Northeast Wisconsin Technical College**, Green Bay, WI  
*Associate Degree, IT-Systems Administrator*

May 2024

### EXPERIENCE

#### Support Tech Intern

October 2023 – Present

*Computer Solutions Inc.*, Green Bay, WI

- Support workstations, computers, laptops, printers, routers, switches, and existing network applications
- Conduct daily system health checks
- Diagnose and resolve technical issues related to hardware and software
- Support all LAN, WAN and other networking systems
- Ensure security and integrity of network
- Perform quarterly audits for the purpose of improving efficiency of systems

#### Computer Sales Associate

September 2022 – October 2023

*Best Buy*, Green Bay, WI

- Greeted customers and determined computer/tablet needs
- Suggested possible solutions in desktops and laptops after determining customers' budget
- Explained features and benefits; educated customers in the use of selected computers
- Coordinated procurement of computer systems and accessories
- Ensured computer systems, auxiliary equipment, and accessories were neatly displayed

### COMMUNITY SERVICE

Volunteer, Red Cross, Green Bay, WI

June 2023 - Present