

IT Technology Support Specialist

William Webber

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SUMMARY OF QUALIFICATIONS

- Experience maintaining and repairing hardware components of desktop computers, network servers and devices, printers, and scanners
- Excellent customer service skills
- Critical thinker, problem solver, and decision maker
- Strong communication skills, both written and verbal
- Experience providing end user support; troubleshooting capabilities
- Effective time management, organization, multitasking, and prioritization skills
- Leadership experience; active and collaborative team player
- Strong work ethic; dependable and responsible

EDUCATION

Northeast Wisconsin Technical College, Green Bay, WI

Technology Support Specialist, Associate Degree

May 2024

- Related Coursework: Careers in IT, Hardware 1 & 2, Network Essentials, Operating Systems and Data Communication, Help Desk/User Support

EXPERIENCE

Help Desk Support Technician Intern

November 2023 – Present

IBA Business Management, 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 PCs and peripherals such as monitors, keyboards, printers, CD-ROM drives and disk drives

Shift Leader

August 2022 – November 2023

McDonald's, Hobart, WI

- Supervised a crew of 6 people by creating daily responsibility charts and scheduling
- Handled complaints and comments
- Configured end of night paperwork
- Balanced cash registers
- Made daily bank deposits

COMMUNITY SERVICE

Volunteer, Paul's Pantry, Green Bay, WI

March 2022 – April 2023

- Sorted goods and placed them throughout the store
- Checked for expiration dates
- Provided excellent customer service