

SALLY STUDENT

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SUMMARY OF QUALIFICATIONS

- **CompTIA A+ and Microsoft Technology Associate Certified Technician**
- Extensive experience in technical support and high-volume customer service
- Demonstrated ability to oversee the day-to-day management of sales organization
- Recognized for technical troubleshooting, optimizing performance and preventive maintenance skills used to rapidly and cost-effectively resolve challenging technical issues

TECHNICAL ABILITIES

Operating Systems: Windows 7, MS 98/2000, MS Windows Vista, XP

Software Applications: MS Office Suite 2007 / 2010 /2013 (Access, Excel, PowerPoint, Word); Norton Ghost, Installation of Drivers

Hardware: Cisco IT Essentials (PC Software and hardware); HP/Dell desktops and laptops, HP Printers, general networking experience (running cables, troubleshooting connections)

Certifications: CompTIA A+ (2014) and MTA Microsoft Technology Associate (2014)

WORK EXPERIENCE

PC Technician Intern

06/2014-10/2014

First Time Technology, Byte Back, Washington, DC

- Installed, configured, maintained and repaired 14 PC's/laptops weekly and 5 printers weekly
- Applied troubleshooting theory to solve technical problems including documentation of solutions.
- Installed/updated and configured Windows 7 OS and Microsoft Security Essentials
- Documented specs, prepared for deployment and transported equipment between locations
- Interacted weekly with customers to ensure resolution of any product issues

Retail Sales Manager

01/2008-02/2014

Verizon Wireless, Washington, DC

- Managed and trained store staff for 35 employees on sales techniques and customer service
- Promoted twice in one year and stores were rated top in region for sales multiple years
- Developed inventory control system implemented company-wide to ensure efficiency
- Installed and setup wireless software on customer laptops
- Performed helpdesk troubleshooting on laptops to revise connection and software issues

Senior Administrative Assistant

03/2006-01/2008

Department of Energy (Contract), Washington, DC

- Coordinated multiple priorities and projects including a 30/60/90 day weekly travel schedule
- Liaised with federal department managers to resolve issues and find solutions to issues
- Coordinated logistics for national and international dignitary visits
- Managed security or access arrangements and submitted post travel reports and vouchers
- Successfully planned and executed meetings, luncheons and special events for department

EDUCATION & TRAINING

MTA: Microsoft Technology Associate Certification Course

10/2014

Byte Back IT Academy, Washington, DC

CompTIA A+ Certification Course

06/2014-10/2014

Byte Back IT Academy, Washington, DC