**Albert G. Davis**

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**Career Objective:**

To obtain a desktop support analyst position with “Paramount Logistics,” and help clients with installing, maintaining, and troubleshooting desktops, and network and telephone systems.

**Summary of Skills:**

* Excellent experience of desktop support and network services
* Strong knowledge of TCP/IP networking and Active Directory concepts and administration
* Comprehensive knowledge of resolving telephone and network issues
* Excellent verbal and written communication and interpersonal skills
* Excellent troubleshooting skills and ability to work for Windows, Linux, and Mac platforms

**Work Experience:**

Desktop Support Analyst

Pioneer Web Solutions, Tallahassee, FL

October 2014 - Present

* Configuring, installing, troubleshooting, and maintaining computer and telephone systems
* Setting up and configuring scanners, printers, xerox and fax machines
* Prioritizing tickets and resolving issues according to urgency
* Updating and maintaining hardware and software inventory and documenting their use
* Coordinating with vendors for hardware supplies and collecting latest updates
* Installing anti-virus software and ensuring no breakdowns in productivity

Desktop Support Analyst

Sparrow Network Services, Tallahassee, FL

February 2013 - September 2014

* Resolved clients' issues related to desktop, laptops, and telephone system
* Repaired and maintained printers, scanners, and fax and xerox machines
* Replaced toner in printers and placed order for new one as required
* Calibrated and installed new monitors at clients' offices
* Addressed customer issues promptly and documented service provided
* Served as technical advisor to clients and recommended upgradation of computer systems

**Education:**

* Bachelor's Degree in Computer Science
ABC University, Tallahassee, FL
2012

**Reference:**

On request.