ASHER BROWDER

Computer Technician

DETAILS

Contacts

1515 Pacific Ave, Los Angeles, CA 90291, United States

email@email.com

3868683442

Place of birth

San Antonio

Driving license

Full

PROFILE

Amiable CompTIA A+ certified computer technician focusing on configuring and troubleshooting Windows-based technology. The ticket clearance rate in the top 2%. Specializes in speed and communication with an established track record of customer satisfaction and efficiency.

EMPLOYMENT HISTORY

Computer Technician , PC Repair Services, Galdakao

JUNE 2021 — JUNE 2021

Promoted and Developed methods to lower compliance and security risks. Researched and provided suggestions for general and system-specific vulnerabilities.

- Provided technical assistance to the general University community and the Utech Department staff.
- Helped in creating, reviewing, and maintaining the system accounts under the manager's instruction.
- Developed and generated status reports related to every job expectation included and submitted in a monthly report to the Information Systems Manager.
- Performed testing and authentication of hardware for identification of problems and validating repair work.
- Provided desktop support by troubleshooting and fixing issues by workstations.

Computer Technician, Mavericks IT, New Port Richey

JANUARY 2017 — NOVEMBER 2020

Provided technical on-site support and maintenance for existing and new systems.

- Assisted in the maintenance or repair of computer equipment.
- Performed fundamental troubleshooting of a range of computer problems.
- Gave technical support via phone, on-site, or email.
- Configured computer networks.

EDUCATION

BA Computer Science., Purdue University, West Lafayette

JUNE 2021 — JUNE 2021

2015- 2018 Associate Degree in Computer Science, Ashford University, , Arnsberg
JUNE 2021 — JUNE 2021

- Course Curriculum: Oracle database administration, Legacy system experience, Company Name OS expert, Software development

LINKS

SKILLS

Hardware Proficiency

Network Architecture

Installation and Configuration

Troubleshooting

Server Maintenance

ACHIEVEMENTS

- Examined system performance of 93 machines to order and schedule hardware and software upgrades across the business.
- Directed initiative for a troubleshooting process that decreased downtime due to network and computer problems by 38%.
- Fixed on average 120 computer-related problems every week by utilizing brilliant troubleshooting skills.

HOBBIES

Basketball, Netball, Crossfit

COURSES

Microsoft Certified Solutions Expert, Microsoft. Online.
JUNE 2021 — JUNE 2021

CCNA Routing and Switching, Cisco. Online.
JANUARY 2020 — AUGUST 2020

LANGUAGES

English

Dutch