**MICHAEL ALEXANDER**
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**OBJECTIVE:** Seeking a full-time position as a Help Desk Technician

**SUMMARY:**

* Highly skilled in responding to user requests in a timely manner
* Information Technology professional with outstanding analytical, interpersonal and communication skills
* Demonstrated ability to diagnose and resolve issues with different operating systems

**TECHNICAL SKILLS:**

**Certifications:**  CompTIA A+, HDI Help-Desk Certified

**Operating Systems:**  CICS/ISPF/Mainframe, Unix, Windows XP/7/8, Mac OS

**Databases:**  Oracle, ADB2, Relational Databases

**Languages:**  Visual Basic, SQL, HTML, ASP, CSS, C++, CGI, Perl, Java

**Software:**  MS Project, MS Visio, MS Office, Lotus Notes

**EDUCATION:**
**The University of Texas at San Antonio Expected Graduation: May 2015
Bachelor of Business Administration in Information Systems**
GPA: 3.7 Major GPA. 3.9

**EXPERIENCE:**
**Help Desk Analyst Intern- MSI Incorporated- San Antonio, TX August 2013-Present**

* Provide desktop support for over 120 clients
* Exceeded issue-resolution targets and achieved exemplary customer satisfaction scores, consistently scoring between 95% and 100% on all calls (outperforming average of 90%)
* Handled 30+ technical/mission-critical calls daily and consistently met high service standards

**Help Desk Intern**- **Rackspace-** San Antonio, TX January 2013- July 2013

* Sent tickets to appropriate departments utilizing ticket tracking system
* Solved minor workstation-related issues
* Installed operating system, software and antiviruses
* Maintained documentation of processes and tickets

**Student Help- Desk Technician- UTSA**- San Antonio, TX August 2011- January 2013

* Provided networking/desktop support and performed account maintenance tasks
* Identified, isolated and repaired computer equipment for over 1,000 university computers
* Analyzed and troubleshot software and hardware issues
* Created help desk documentation with step by step instructions on problem solving techniques