

Jason Alexander

Bartlesville, OK 74006

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Authorized to work in the US for any employer

Work Experience

Help Desk Technician

Coforge - Remote

April 2022 to Present

Phone based customer service. Remote troubleshooting on computers, office 365 applications, and proprietary applications. Best effort printer and scanner support. Program troubleshooting with rip/rebuild support. Docking station support, password resets, troubleshooting PC issues, phone support, Windows support, and application support.

Team Lead

DIVERSIFIED SYSTEMS RESOURCES - Bartlesville, OK

March 2012 to April 2022

1. Manage a tech support team
2. Coaching team members
3. Keeping team on track with incoming calls and emails
4. Resolving technical support issues over phone
5. Documentation updates when needed
6. General networking and internet knowledge
7. General computer knowledge

Assistant Manager

Rent-A-Center - Bartlesville, OK

October 2009 to March 2012

1. Managed store when manager was away
2. Responsible for sales and collections
3. Assisted in maintaining vehicle cleanliness and operation
4. Received payments in store and in field
5. Assisted in Phone collection calls and field collections
6. Deliveries of furniture and appliances
7. Cleaning furniture and appliances that were returned to store

Education

Associate's degree in Cyber Security

Southern New Hampshire University

June 2022 to Present

High school diploma or GED

Skills

- Help Desk
- IT Support (10+ years)
- Team Management (5 years)
- Basic Computer Networking (10+ years)
- Technical Support (10+ years)
- Internet Troubleshooting (10+ years)
- Vehicle Maintenance
- LAN
- Team Work (10+ years)
- Problem-solving (10+ years)
- Microsoft Windows (10+ years)
- TCP/IP
- Operating Systems
- Customer service (10+ years)
- WAN
- Wiring stator motors (1 year)
- Troubleshooting (10+ years)
- Ethernet
- DHCP
- Network Support (10+ years)
- VPN
- ServiceNow (1 year)
- Microsoft office 365 support (Less than 1 year)
- Remote troubleshooting (10+ years)
- Bomgar remote troubleshooting (Less than 1 year)
- Live chat
- Remote access software

Assessments

Technical support: Customer situations — Proficient

February 2022

Responding to technical support situations with sensitivity

Full results: [Proficient](#)

Basic computer skills — Proficient

April 2022

Performing basic computer operations and troubleshooting common problems
Full results: [Proficient](#)

Technical support — Proficient

February 2022

Performing software, hardware, and network operations
Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

Basic HTML5 knowledge, and CSS3.

