

Highly skilled Help Desk Technician experienced with troubleshooting and resolving technical issues. Strong background in providing efficient and effective solutions to clients. Dedicated team player delivers great customer service.

## Work History

2023-01 - 2023-03

### Help Desk Technician

*Polaroid Corporation, Bridgewater, NJ*

- Handle inbound and outbound voice and remote contacts, delivering technical support services for external customers
- Constructed 20+ well documented and organized tickets daily for end user's technical issues via Zendesk
- Troubleshoot network, hardware, and software issues via telecoms, email, and live chat
- Acted as a general resource for customers regarding product.

2022-08 - 2022-11

### Data Entry Specialist

*LabCorp, Raritan, NJ*

- Enter text based and numerical information from source data into company databases within time limits
- Communicate valuable and important information to senior management and company leadership.
- Reviewed and updated client correspondence files and database information to maintain accurate records.

2022-03 - 2022-08

### Help Desk Agent

*Staples, Raritan, NJ*

- Provided Tier 1 IT support to non-technical internal users through desk side support services.
- Documented support interactions for future reference.
- Responded promptly to incoming sales leads and requests for technical support.
- Activated accounts for clients interested in new services.
- Provided basic end-user troubleshooting and desktop support.
- Used ticketing systems to manage and process support actions and requests.

2019-09 - 2020-01

### IT Helpdesk - Intern

*RVCC, NJ*

- Image, re-image, and install software on local RVCC machines
- Provide on-site desktop and laptop computer troubleshooting and repair for professors, administration, and students
- Administering Active Directory user accounts and workstations
- Assisting with application deployment and management via SCCM
- Troubleshoot VPNs, internet connections, routers, switches, modems, and firewalls
- Collaborated with coworkers via teams with local techs and administration
- Created and documents tickets within ServiceNow.

## Education

2019-07 - 2022-05

### AAS: Liberal Arts & Sciences

*Raritan Valley Community College*

2022-08 - Current

### Bachelors: Criminal Justice Concentration Cybersec/IT Minor

*Kean University*

## Certifications

2023-03

GCCF1x: Google Cloud Computing Foundations: Cloud Computing Fundamentals

# William McClymont

## IT Support Specialist

## Contact

### Address

Bridgewater, New Jersey 08869

### Phone

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### E-mail

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## Technical Profile

- SQL
- G-Suite
- Microsoft Office
- IaaS
- HTTP
- SaaS
- Microsoft Access
- ServiceNow
- Active Directory
- VPN Troubleshooting
- Firewall Troubleshooting
- Zendesk

## Competencies

Desktop support

Data Entry

Critical Thinking

Technical Support Triage

Support Ticket System Management

Remote System Analysis

Customer service expert