Julieta Gonzales

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Objective

Help Desk Specialist (Posting #45678)

Highlights of Qualifications

- Degreed professional with over three years technical customer service and support experience
- Microsoft Certified Professional and Comptia A+ and Networking + Certified
- Ability to work as a member of the team to satisfy customers under tight time constraints
- Strong communication and interpersonal skills used to maintain effective customer relations
- Experienced in a help desk environment
- Bilingual in English and Spanish (reading, writing, and speaking)

Operating Systems & Software

- Windows 98 through XP with Netware and Active Directory Services
- Mac OS 9 – OSX (10.4 Tiger)
- Web browser configuration and troubleshooting on Internet Explorer, Mozilla FireFox, Thunderbird, and Netscape, including email account set up and resolution
- Installation and deployment of software auditing and license management software for programs such as Dreamweaver, Photoshop CS, and Acrobat Reader Professional

Related Work History

Network Technician ABC Contractor, Mesa, Arizona 03/2010 – Present

- Conducted network installations in private homes, new construction, and business
- Resolved troubleshooting issues and provided related support
- Trained end-users in the use of NT Workstation and Windows

Customer Service XYZ Company, Boulder, Colorado 05/2009 - 03/2010

- Worked with customers in a help desk environment to solve basic problems over the phone
- Described technical information to non-technical end-users to help them resolve problems
- Provided team leadership for conversion project

Sales Associate Bob's Books, Boulder, Colorado 06/2005 – 05/2009

- Sold books and accessories for small, privately owned bookstore
- Set up in-house displays that quickly boosted sales by 15%
- Demonstrated strong phone skills and customer service by expediting customer concerns in a professional manner

Education

Associate Applied Science - Microsoft Networking Technology Program
Mesa Community College, Mesa, AZ

- Dean's Honor Roll