

Erin Smith

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IT Help Desk Analyst 1

Creative Problem Solver | Hardware/Software Installation | Customer Service

- Resourceful IT Professional Leveraging an Associate Degree in Cybersecurity to Thrive in the IT Field and a Help Desk Analyst.
- Exceptional Knowledge in Information Systems Security, Information Technology & Networking from Education Received Throughout College Career & Work Experience.
- Proficient in Implementing and Delivering Speedy Repair for All Hardware and Software Materials.
- Eager to Join A Company to Help Establish Quick and Long-Lasting Relationships with Customers.

KEY SKILLS

Troubleshooting Hardware/Software | Excellent Verbal/Written Communication Skills | Critical Thinking | Problem Solving | Skilled providing technical assistance by addressing customer computer system questions | Customer Service | Self-Motivated | Experience with all service requests and update tickets as needed to resolve IT support tickets | Installation of Hardware/Software |

RELEVANT COURSEWORK

Fundamentals of Information Technology & Networking | Project Management | Information Systems Security | Ethical Hacking | Computer Information Systems | Introduction to Operating Systems | Critical Thinking & Problem-Solving | Networks | Database Systems & Programming Fundamentals | Fundamentals of Information Systems Security | Introduction to Technology & Information Systems |

EDUCATION

Undergraduate Certificate in Programming Essentials

DeVry University Online March 2022-Present

Associate of Applied Science in Information Technology & Networking

Concentration Information Systems & Programming

DeVry University Online March 2022-Present

Bachelor of Science in Computer Information Systems

Concentration Cyber Security Programming

DeVry University Online March 2022-Present

Associates of Applied Science in Cyber Security

Gwinnett Technical College online December 2021

WORK EXPERIENCE

Door Dash	Driver	Lawrenceville, GA	March 2023 – Present
UBER	Driver	Lawrenceville, GA	October 2022 – March 2023
Georgia Department of Agriculture	IT Helpdesk Analyst	Tifton, GA	February 2022 - August 2022
	<ul style="list-style-type: none">Resolved IT support tickets for employees.Installed new hardware such as AOI desktops and printers.Logged all service requests and updated tickets as needed.Updated employees on the progress of their service tickets.Generated sign-ins for new hires during the on-boarding process.Answered employee questions that regarded the computer systems.Installed new software and hardware drivers and updated existing ones.Changed configurations, settings, and permissions to fix computer issues.Gathered and analyzed data to diagnose the problems with the computer systems.		
SmartEvals, LLC.	Software Support Advocate	Cheektowaga, NY	August 2021- October 2021
	<ul style="list-style-type: none">Troubleshoot software problems.Cleared tickets in the ticket system in a timely and efficient manner.Learned the SmartEvals software to be able to serve customers better.Provided support for all departmental functions for all company processes.Successfully interacted with customers with excellent communication skills.		

- Greeted customers and gathered information to help solve their software problems.
- Investigated and solved customer inquiries and complaints in a timely efficient manner.