

Dameon Graham

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Passionate Western Governors University student offering a strong academic background in IT Security, combined with excellent customer service experience. A quick learner, ready to master new technology. Seeking to earn a challenging position that allows for learning technical troubleshooting skills.

Willing to relocate anywhere.

## **Work Experience**

### ***Tier 1 Tech Support***

State Farm (Randstad) - Georgia

September 2022 to Present

- Provides first-contact technical support for hardware, software, procedures, password resets, etc. via the telephone, email, and/or the internet/intranet.
- Uses knowledge-base and documentation systems to troubleshoot, resolve, document, and/or research incidents.
- Follows and supports workforce management, service management, and incident handling procedures and philosophy to resolve business partners' problems.
- Quality Customer Service - Including Remarkable principles.
- Responsible for diagnosing and documenting customers' technical and "How To" problems and resolving, educating, escalating, or assigning problems to the appropriate area.
- Educates customer on how to avoid future related problems and may serve as customer's contact for status and/or customer concurrence of problem resolution.
- Demonstrates knowledge of procedures, processes, tools, and systems
- Keeps abreast of technological changes pertinent to their job responsibilities (BB items, Outages, updates on procedures)
- Adapts approach as the situation demands - Accepts and is supportive of change.
- Identifies, resolves, escalates or assigns routine incidents with limited direction.

## ***IT Support Specialist***

LGPS, Inc - Kennesaw, GA

July 2021 to Present

- Provide daily support to users of various technology systems including answering questions, troubleshooting, analyzing problems, and quickly forming solutions to return systems to proper operation.
- Provision and maintain hardware, software, and other equipment to meet client requirements, routinely observe operational performance, and install updates when necessary.
- Troubleshooting hardware/peripherals like printers, scanners, laptops, and other devices and basic application support.
- Provide technical support to leadership and team during meetings and live event broadcasts using videography equipment and Zoom.
- patient, conscientious, and professionally interact with customers, focusing on completing tasks pleasantly and correctly.
- Communicate in a factual, polite, and professional manner to support end users, colleagues, and management to quickly resolve issues and ensure customer satisfaction.

## ***Patient Experience/Greeter***

Piedmont Hospital

July 2019 to August 2020

- Provides a positive first impression of Piedmont Hospital to patients and visitors by extending a cordial welcome and assisting with needs.
- Verifies inpatient and outpatient appointments utilizing daily scheduling reports.
- Provides directions and way-finding assistance to patients and visitors.
- Coordinated escort/transport services.
- Answered questions and refers patients and visitors to appropriate resources.
- Processed Guest Center reservations, check-in, and check-out.
- Maintained Guest Center records and provided services.
- Acquired and maintains equipment and supplies.

## **Skills**

- Adaptable & flexible
- Responsible
- Quick Learner
- Loyal & Discreet
- Able to Operate Under Pressure
- Detail Oriented
- Excellent Organization & Time Management Skills
- Able to Build Relationships
- Strong working knowledge of PC and Mac operating systems and Microsoft Office Applications Software Microsoft Office Suite, Zoom, Shopify, Adobe Acrobat
- Application Support
- Software Troubleshooting
- Help Desk
- Technical support
- ServiceNow
- Desktop support
- Computer hardware
- Microsoft Office

## **High school diploma**

Georgia Connections Academy

May 2018

## **Bachelor's degree in Cybersecurity and Information Assurance**

Western Governors University

September 2020 to Present

## **Certifications / Licenses**

- ITIL Certification