

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