

Stephen G. Church

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OBJECTIVE:

To pursue a career in an IT-related field, and to grow in knowledge and expertise.

SKILLS:

Desktop PC support, web development, network wiring and administration, domain administration, diplomacy, motivation, insight, and vision

WORK EXPERIENCE:

East Tennessee State University

Johnson City, TN 37614

November, 2002 – Present

OIT HELPDESK TECHNICIAN

- Provide technical support by phone, e-mail, in person, and via the web.
- Author and maintain ASP, .NET and SQL web applications and helpdesk FAQ
- Maintain ACD telephone welcome announcements
- Provide training for software and services
- Maintain quality of service and sufficient coverage on the Helpdesk
- Support networks, telephones, fax machines, multimedia equipment and facilities, PC and Mac software and hardware
- Assist with service and software deployment

Circuit City

Johnson City, TN 37601

April, 2001 – September 2002

SALES SPECIALIST

- Informed customers of product features and benefits
- Worked with customers to tailor the best solution for each situation for product, warranty and service
- Technical support for PC's, software and peripherals
- Provided technical consultation
- Maintained shelf and inventory integrity
- Technical support for small electronics
- Performed product research and instruction

PC Labs / U. S. Internet

Elizabethton, TN 37643

September, 1997 – November, 2002

SUPPORT MANAGER

- Sold, built, upgraded, and repaired PC's
- Installed and configured local area networks on-site
- Administered on-site services and tutoring
- Provided technical support for PC's and software
- Sold and provided technical support for Internet access
- Assisted in the maintenance in the PC Labs website
- Maintained repair and work schedules
- Performed purchasing and financial management

Preferred Internet

Blountville, TN 37617

April, 1999 – November 1999

SUPPORT TECHNICIAN

- Assisted callers in configuration and troubleshooting of Internet connectivity and software
- Monitored and maintained dial-up equipment
- Performed limited network administration
- Researched and developed security and connectivity solutions
- Operated a branch office
- Performed PC repair
- Assisted with website development

EDUCATION:

East Tennessee State University; Johnson City, TN
Majors: Music Education and Information Technology

August, 1994 – December, 1998
GPA: 3.20