

Byron Carter

2268 Wetherburne Way Fredrick, MD.21702

Phone: 301.305.6260

byroncarter007@gmail.com

OBJECTIVE

To obtain a position that would allow me to utilize both my knowledge and experience in the Customer Service or Technical Support fields

EDUCATION

UMUC September 2008 - March 2009
Major: Computer Information Systems

ASM Technical April 2007 - June 2008
Successful completion of training for Comptia's A+/ Network + Certifications

National Housing Corporation March 2005 – February 2006

Successful completion of Microsoft Office 2003 Specialist Course

CERTIFICATIONS

A+ Certification (passed all sections except 602)
Microsoft Office 2003 PC Support Specialist Certification

SUMMARY OF EXPERIENCE

Working knowledge of both Desktop and Help Desk support fundamentals. Experience with testing software for compatibility and providing recommendations for software enhancements. Familiarity with installing and configuring Microsoft XP, Vista and Windows 7 operating systems on Dell, HP and IBM desktop and laptop. Approximately three year's professional experience providing tier-1 and tier-2 help desk and desktop support. Over 20 years of excellent, dedicated customer service and support.

DETAILED EXPERIENCE

House of Printing Inc., Burtonsville MD

Temporary Bindery Associate February 2011 – August 2011

- Performed the loading of stitchery pockets for mass shipping
- Unloaded folders, cutter's, binder's and spiral bind coiling for proper assembly, packing, labeling and distribution
- Assisted the loading, unloading and handling of all associated material's in the shipping and receiving department.

The Midtown Group, Washington, DC

Help Desk Support / Customer Service Contractor July 2010 – January 2011

- Configure dial-up networking connections on various platforms
- Resolve connectivity issues related to client's web-based applications
- Troubleshoot communication issues related to end user's ability to transmit data over the network including hardware and network-related matters in a tier 1 & 2 role for the 2010 Mayoral Election and at The National Zoo

National Labor College (NVT STAFFING), Silver Spring, MD

Desktop Support Technician Contractor April- 2010 – June 2010

- Performed complete system refresh of the campus PCs
- Networked all units in all departments to printers
- Tier 2 support of NLC systems and networks
- Assisted Network Admin with the creation / troubleshooting and management of user accounts in both Active Directory and Exchange 2007
- Created Excel spreadsheets documenting work performed as contracted by NVT Staffing

Fairfax County Water Authority (NVT STAFFING), Fairfax, VA

Desktop Support Technician Contractor September 2009 – March 2010

- Configured and refreshed newer PCs, including printers and UPS
- Configured and installed software, including attaching to the corporate domain
- Daily oversight of documentation, troubleshooting and monitoring of FCWA system and network
- Answered, evaluated and prioritized end-user's request of H/W, S/W and network related issues toward resolution / escalation via senior network support
- Installed, maintained and inventoried all asset information pertaining to the IT Dept. including:
 - PC, Laptop, UPS, Printers and PDA
 - Application and OS software for all system platforms
 - Security Policies and Procedures
 - Material distribution and tracking

TECHNICAL EXPERTISE

Operating Systems: *Windows NT Workstation, Windows 9x/2000/XP/ Vista/07, Novell Netware, DOS*

Application Experience: *Microsoft Office 2000/03/07, Visio, Trend Micro, Norton Symantec/Ghost, McAfee Antivirus, Adobe Acrobat, Adobe Photoshop, Blackberry, AVG, Tweak UI*

Hardware Experience: *DVD R/W, HDD drives Memory, Printers, Network Adapters, Sound Cards, Video Cards, Scanners, Blackberry 7280/7290/7100, Video Teleconference Equipment, Projectors*

Networks & Protocols: *TCP/IP, Microsoft and Cisco VPN's, Wireless Networks*