**John Smith**

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**Objective:** A 10-week cooperative work experience as a Computer Support Specialist for Summer, 20XX

**Education:**

Rochester Institute of Technology, Rochester, NY

National Technical Institute for the Deaf

* Degree: AAS (Expected Fall 20XX)
* Major: Applied Computer Technology (GPA 3.0/4.0)
* Concentration: Cyber Security

**Certification:**

* Plan to take A+ Certification in Summer 20XX
* Plan to take Network+ in the future.

**Skills:**

PC Technical Support

* Install, configure, and upgrade computer hardware, peripherals, and operating systems.
* Diagnose and troubleshoot computer hardware, peripheral connections, drivers, and operating systems.
* Perform needed preventive maintenance on computer hardware and software.

Operating Systems and Application Software

* Microsoft Window 7/8.1/10 and Linux.
* VMware Workstation.
* Ad-aware, Spybot, Windows Defender, and another anti-spyware software.

Networking

* Implement centralized administration capability through a directory service such as Active Directory.
* Create and manage user, computer, and group accounts.
* Implement and manage network services such as file and printer sharing, DHCP, and DNS.
* Security management include software/hardware firewalls, account and resource management, best practices, and testing.
* Server configuration using Microsoft Windows Server 2012 R2.

**Work Experience:**

Technician Intern, Service Help Desk – RIT/NTID, Rochester, NY 2018-2019

* Helped and resolved with average of 150 computer issues.
* Troubleshoot classroom projector and computer issues
* Replaced hardware components
* Experience with remote control with client’s laptop/PC.

Assistant Technician, Quality Plumbing & Mechanical, LLC - Kodak, TN 2016- 2018

* Installed plumbing systems in new construction.
* Performed minor repair on machines.
* Ensured the quality of products.

Staff, Wal-Mart - Newport, TN 2014- 2016

* Organized freight off delivery trucks.
* Removed nightly picks from backroom bins.
* Re-bin overstock into the backroom.

**Volunteer Experience:**

Volunteer atLunch for the Homeless Program, *Our* Lady Queen of Martyrs, Centerport, NY 2016

Volunteer America Red Cross 2014-2016

**Activities/Hobbies:**

Pokémon Club, Ancestry Club, No Voice Zone, Academic Bowl, Chess Club, Taekwondo Club, Martial Arts.