HAROLD NICHOLSON

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An IT Specialist with five years of experience, specializing in Windows server, hardware and software configuration, system administration, and database management. A proven track record of coordinating with onshore and offshore teams to deliver IT solutions for client businesses. Adept at identifying optimal technical solutions based on customer needs.

PROFESSIONAL EXPERIENCE

IT SPECIALIST   Seattle Conferencing Services Inc., Boston, MA | July 2017 – Present

- Delivered Tier 1 technical support to customer end users, including fielding escalated issues and diagnosing hardware and software configuration problems
- Lead the deployment of VOIP and video conferencing solutions across customer sites for client accounts valued at $250K to $1.5M, which includes evaluating organizational needs and delivering conferencing systems based on business requirements
- Interfaced cross-functionally with non-technical users and technology teams, which includes providing training and identifying solutions to complex technical issues
- Identify continuous improvement opportunities to streamline manual tasks for the IT department, resulting in a $100K reduction in labor costs

IT SPECIALIST   Seattle IT Services Corp., Seattle, WA | May 2016 – July 2017

- Resolved 10-20 Tier 3 and Tier 2 issues per day for external customers and provided support for the creation of end-user accounts across Office 365 and Active Directory
- Performed installation of 150+ devices, PCs, laptops, and printers for client businesses, which included managing hardware configurations and software updates
- Attended meetings with the IT team to analyze internal procedures and discuss process improvement opportunities to drive customer success

EDUCATION

BACHELOR OF SCIENCE (B.S.)   University of Seattle, Seattle, WA | September 2012 - May 2016
INFORMATION TECHNOLOGY

KEY SKILLS

- Information Technology
- Active Directory
- Tier 1 Technical Support
- System Administration
- Process Improvement

CERTIFICATIONS

- Microsoft Certified Solution Expert (MCSE), 2019
- CompTIA A+, 2016