

Jasmine Brown

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PROFILE

Desktop Support Technician with 4+ years of experience. Natural problem-solver who quickly finds, isolates, and resolves urgent technical issues. Versatile communicator who puts complex technical information in clear terms, educating and empowering teams to better technology.

PROFESSIONAL EXPERIENCE

Desktop Support Specialist

OPQ Tech, Minneapolis, MN | 2018 to Present

- Appointed to provide both Tiers I and Tier II technical support to 200+ end users
- Organize and carefully maintain computer equipment inventory
- Co-wrote and formatted new technical training manuals that improved users' computer knowledge and confidence
- Devised new standard procedures for faster resolution of users' most-common technical issues

Education & Professional Development

Bachelor of Science (BS) - Information Technology

University of Minnesota, Minneapolis, MN, 2018

CompTIA A+ Certification

KEY SKILLS

- Active Directory (AD)
- Complex Problem-Solving
- Cross-Functional Collaboration
- Desktop Support
- End User Support
- Equipment Inventory Management
- Information Technology (IT)
- Microsoft Access
- Microsoft Excel
- Procedure Development
- Technical Documentation
- Technical Issue Resolution