

TAWAN GRIFFIN

SERVICE DESK TECHNICIAN

CAREER OBJECTIVE

Focused Computer Information Science major currently attending Harold Washington, with 5+ years of work experience. Aiming to leverage a proven knowledge of end user support, desktop technology, and troubleshooting skills to successfully fill a prospective role at your company. Frequently praised as adaptable by my peers, I can be relied upon to help your company achieve its goals.

PROFESSIONAL EXPERIENCE

MYTECH LOUNGE ASSOCIATE

General Electric, Chicago, IL / May 2019 – June 2020

- Provided break/ fix hardware & software support to 500+ employees
- Assisted in the tracking of decommissioned company equipment sent to depot
- Coordinated with outside company vendors to procure replacement hardware parts
- Aided users in the creation of Virtual Machines through VirtualBox
- Managed and assisted enrolling users MDM (Mobile Device Management) software on iPhone & Android through MobileIron

INFORMATION TECHNOLOGY SPECIALIST

Chicago Cubs, Chicago, IL / Mar 2017 – Dec 2018

- Helped manage a ticketing queue through Salesforce
- Assisting users over the phone with technical help
- Managed users accounts in an Active Directory
- Re-imaged computers and set up office positions for new employees
- Tracking inventory through monthly stock audits
- Used remote desktop software (LogMeIn) to assist offsite users with computer help
- Assisted users with network support and mapping network drives
- Assisted with AV support help in Wrigley Field

ACCC DESK SUPPORT

University of Illinois at Chicago, Chicago, IL / June 2016 – Apr 2017

- Assisting student and faculty with network connectivity issues
- Creating and closing tickets after customer interactions
- Installing software to student and faculty members
- Troubleshooting university computer and printer issues
- Managing student and faculty university information

IT CLERK & TECHNICIAN

Sidley Austin LLP, Chicago, IL / Aug 2015 – Aug 2016

- Re-imaging computers and setting up offices for newly hired employees
- Keeping inventory clean & organized, creating an efficient workplace
- Managing company equipment in excel spreadsheets
- Delivering and assisting with wireless connection of firm loaner equipment
- Installing local scanners and printers
- Assisting clients with any hardware requests (Installing or Replacing)
- Packing damaged laptops to ship back to manufactures

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EDUCATION

HAROLD WASHINGTON

Chicago, IL

A.S. Computer Information Science Candidate (Expected graduation Jun 2021)

ADDITIONAL SKILLS

Avid user of Windows XP, 7, 8 and 10

Can assemble and disassemble computer hardware

Able to work and succeed in group conditions

Knowledgeable of Adobe Suite products

Can make use of a ticketing management system

Thorough knowledge of iOS & Android mobile OS

Solving problems through critical thinking

Can perform preventative maintenance and advanced troubleshooting

LICENSES AND CERTIFICATIONS

Cisco IT Essentials

REFERENCES

References available upon request