

Joshua Graham

PROFILE

To establish myself by creating stability and consistency with my strong work ethic and great customer services that will provide and allow me to have opportunity for growth as a Consultant.

EDUCATION

South Oak Cliff High School Dallas, TX - Diploma
Jarvis Christian College Hawkins, TX

SKILLS

3 Years' experience on Desktop Support. 3 Years' experience in Help Desk. 5 Years' experience in Customer Services. Answering telephones and responding to basic customer inquiries to ensure customer needs are met. Maintains records and related problem documentation. Identifies, evaluates and prioritizes customer problems and complaints to that are appropriately resolved.

EXPERIENCE

Jackson Walker (Contract - Robert Half Technology) - Dallas, TX

Desktop Support

May 2017 - July 2017

Full OS Migration / Hardware deployment

Windows 10 Migration - All desktop workstations.

Assessing the computer has the correct image and completing basic personalization set up to the work station with Altiris imaging.

Leonard Holding Company (Contract - Robert Half Technology) Dallas, TX

SME Analyst

January 2017 - April 2017

Works on moderately complex tasks for the deployment of new solutions and enhancements/fixes to existing solutions.

This includes, but is not limited to: trouble-shooting, problem-solving, issue resolution, user interaction, training, defining systems scope, gathering requirements, documenting design & functional specifications, research and fact-finding, configuration, testing, reporting, and coordination.

Telvista - Farmers Branch, TX

November 2016 - January 2017

Technical Support

Logs on/off customer care system and accesses account files.

Leads customers through documented process of fixing their software, hardware, or network problems in an automated system accurately capturing all customer and issue related information.

Uses multiple client tools, advanced technical knowledge, and customer service skills and problem solving skills to diagnose and solve customer problems.

Stays current with latest technology changes.

EMESEC INC. - Austin, TX

June 2016 - October 2016

IT Specialist

Providing frontline support to VA users for support of IT hardware, software and connectivity problems, and request for new services.

Effectively interact with customers and refer on going issues to the appropriate support team.

Resolves and/or refers more complex technical problem through a defined escalation process using a problem management database.

Compucom - Dallas, TX

February 2015 - June 2016

Help Desk Technician I

Aid in providing technical support to users for basic computer related technical problems.

Enter tickets into the call tracking tool.

Assist customers in resolving basic technical problems by providing scripted guidance regarding software and hardware problems.

Resolves and/or refers more complex technical problem through a defined escalation process.

Logs and tracks inquiries using a problem management database.

Jarvis Christian College - Hawkins, TX

August 2008 - January 2010

Desktop Support

Provided telephone based technical support.

Install and configure, and service PC's, peripherals, and other technology equipment while ensure a stable and reliable running system.

Troubleshoot software and telecom devices. Maintained user and email accounts.

Resolved communication issues between the home office and remote locations, and maintained support logs, systems documentations and provide IT asset inventory.