ALEXA ROBBINS

(207) 209-4024
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9958 Hyde Park Dr.
Dallas, TX 76065

TECHNICAL ANALYST

Reliable, honest and motivated Professional has more than 9 years of experience as an information technology and networks specialist as well as technical support engineering and Service Desk Management. Strong interpersonal skills make the candidate effective with clients, providers, and staff in various departments across job levels. Renowned leader and client service champion comprehends and accomplishes software and hardware technologies that give maximum client satisfaction.

Dedicated professional in development and network support is actively seeking a role as Technical Analyst or Trainer keen to provide an enjoyable working environment with effective leadership skills. Performs and manages multiple tasks, both simple and challenging, strategically and effectively with little supervision.

- Project Leadership & Management
- Scheduling / Workflow Management
- Excellent Client Service Skills
- IT Asset Inventory Management
- Proficient Social & Interpersonal Skills
- Systematic in Planning & Documentation

PROFESSIONAL EXPERIENCE

- Maintained user computing environment; identified system/ network requirements; gathered user requirements and monitored system performance and back-ups; served as second level support for both internal and external customers remotely.
- Provided technical/ helpdesk support; performed installation, configuration and testing of PC and server hardware and software.
- Established a technical asset Inventory and maintained assets; migrated all users and computers into Active Directory.
- Provided professional IT staff services; implemented and managed project initiatives by established timelines, budgets; engaged in industry, domain, process and technology trends.
- Implemented solution delivery strategies; held responsible for technical analysis, requirement gathering, testing, integration and implementation strategy consultation.

CAREER HISTORY

D+H, INC, Service Desk Team Lead	Nov 2013 – Present
The Strickland Group, Technical Analyst	July 2007 – Jan 2011
Comsys, Contractor Technical Analyst	July 2006 – July 2007
DiscoverTec, PC/Network Technician	Nov 2005 – May 2006
CORT Business Services, Regional Technical Support Engineer	Mar 2004 – Apr 2005

EDUCATION & TECHNICAL SKILLS

Columbia College, Dec 2011
Bachelors, General Studies
ECPI College of Technology, Aug 2002
A.A.S Degree, Computer & Information Science

Citrix/VMWare ✖ Microsoft Exchange 2007/2010/2012 ✖ ADUC/GPO's/DHCP/DNS ✖ Microsoft Office Suite ✖ Windows & Mac OS ✖ Netsuite

CERTIFICATIONS

MCP, Microsoft Windows Vista, Configuration

References Gladly Provided Upon Request