

Bradley J. Evans

Objective

To obtain a position as a Field Support Technician or Systems Administrator that will make use of my experience and training in CompTIA Network+ and Microsoft Windows XP Professional (MCP)

Professional Skills

Network and Computer Support

- Able to install, configure, administer and troubleshoot PCs in a networked environment
- Experienced with both wired and wireless configuration and support
- Solid knowledge of TCP / IP Networking

Desktop Customer Service & Support

- Accustomed to handling high volume support calls (200+ daily average)
- Expertise in providing software support for proprietary U.S. government software (PDTS, DEERS, AS400)
- Received multiple awards for consistency and quality of service

Team and Project Management

- Supervised team of 12 technicians in a helpdesk environment
- Conducted training sessions and tutored team members on new software implementations
- Implemented successful new marketing and promotional campaigns

Office / Clerical

- Keyboarding skills – 81 wpm @ 98% accuracy, 10 Key – 3531 kph @ 100% accuracy
- Strong computer skills, highly proficient with Microsoft Access, Excel, Word
- Excellent time management skills; organized and efficient, able to multiplex well in a busy environment

Employment History

Mar 2006 – Aug 2008	Office Manager	State of California., Fort Bragg, CA
Aug 2004 – Mar 2006	Computer Repair Specialist	Bradley Evans PC Repair, Sacramento, CA
May 2002 – Aug 2004	Senior Help Desk Rep III	AdvancePCS, Mather, CA
Dec 2000 – Apr 2002	Manager	Babe's, Sacramento, CA

Education / Certificates

Feb 2009 (scheduled)	Windows XP (MCP)	OSC Computer Training, Sacramento, CA
Jan 2009 (scheduled)	CompTIA Network+	OSC Computer Training, Sacramento, CA
June 1994	A.A. with Honors	Cosumnes River College, Sacramento, CA

Interests

Writing (currently working on a novel), Hiking / Camping, Cooking