



KENNETH C. [Redacted]

EDUCATION

[Redacted] (June 2010 – March 2014)

- Bachelor of Science in Information Technology

WORK EXPERIENCE

[Redacted] – (March 8, 2021 – May 3, 2025)

Systems Support Analyst

- Installed and configured WebScan and scanner drivers remotely using Bomgar.
- Troubleshoot check scanners and resolved customer issues efficiently.
- Managed and monitored service tickets with timely resolutions.

[Redacted] (October 3, 2019 – March 5, 2021)

Senior Analyst (Xerox)

- Provided network and printer troubleshooting and remote support.
- Installed and configured FMAudit application remotely using Bomgar and GoToAssist.

[Redacted] – (June 13, 2017 – September 16, 2019)

Production Support Specialist (Beeline)

- Delivered technical support via email, ticketing, and phone.
- Handled first-level issues in both production and test environments.
- Processed data imports and ticket management.

[Redacted] - (November 10, 2014 – February 13, 2017)

Technical Support Representative (Samsung)

- Provided phone-based troubleshooting for Samsung mobile devices.
- Assisted customers through remote tools and guided solutions.

SKILLS

- Hardware and software troubleshooting.
- Strong written and spoken English communication.
- Remote support tools: Bomgar, GoToAssist, Rescue
- Ticketing Systems: Jira, ServiceNow
- Software: Active Directory, VMware, Citrix, FMAudit, Splunk
- Productivity: MS Word, Excel, Design, PowerPoint, Photoshop, SQL
- Web: CSS, HTML, PHP

Dedicated IT support professional with over 10 years of experience in technical support, systems troubleshooting, and customer service. Proven ability to resolve complex technical issues, manage ticketing systems, and provide excellent service in high-pressure environments. Skilled in using remote tools and a wide range of software systems.