

Sabina Park

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Help Desk Technician

Skilled Help Desk Technician with 5 years of experience providing PC and Client/Server tech support for small to medium sized businesses. Experience diagnosing, troubleshooting and resolving client issues with hardware maintenance, installations and upgrades. Experienced in technical call center operations and providing service by communicating effectively with technical and non-technical staff during citywide winter emergencies.

Qualifications & Education

A+ Certified Technician, 2007

MCP Certification, 2006

Bachelor of Science in Business Administration, Riverside City College, 2006

AST in Electronic Engineering Technology, Sumpter College, 2004

Hardware

IBM compatible PCs, Sun Workstations, Ethernet, Cisco Routers, Video & Sound Cards, CD-ROM Drives, Multiplexors, Some high end printing systems

Operating Systems

Windows XP/2000/NT/98/95, Microsoft Exchange, Novell, DOS, TCP/IP, UNIX; ERP

Professional Experience

Help Desk Technician, Riverside Consulting, Hartford, CT Oct 2004 to Present
Riverside Consulting provides technology services to city municipalities and schools

- Provide desktop support for over 120 clients in the greater Hartford region by phone or in person as needed to minimize downtime
- Plan and lead training sessions for new and existing clients as part of the "Lion Team" initiative; facilitate at least 3 sessions per month
- Support as necessary on a 24-7 basis to limit system down time during internal or external outages and peak enrollment periods
- Identify, isolate and repair computer equipment showing wear and tear as well as during preventative maintenance routines

Membership & Affiliations

Hartford Tech Circle, Member since June 2005

Association of Help Desk Professionals, Member since December 2006

Hartford T-Ball Circle of Champions League, Part time coach and mentor since 2002