

Ivan Rolig
5424 Kitsap Way #18
Bremerton, WA 98312
Home (360) 373-3208 new home phone # as of 5-20-08

May 19, 2008
ATTN: HR

Please accept this resume for the Windows System Support Specialist position currently available with Sound Publishing.

I have the ability - experience to:

- Provide remote control support to users computers to troubleshoot problems.
- Provide professional call center support to users.
- Troubleshoot computer issues (hardware and software), email, connectivity IP issues (run ping and other commands)
- Install, upgrade, and maintain software, hardware, and peripherals
- Posses computer proficiency with MS Word, Excel, and PowerPoint.
- Resolve workstation, network and user account problems.
- Function as a team player, ability to multitask under pressure.
- Install and configure software, run Windows updates, scan system for errors.
- Experience troubleshooting web-based applications - software issues on users computers.
- Issue passwords, perform password resets.
- Maintain information in various systems on network.
- Perform PC cleanup both visual and physical.
- Assist in the development, maintenance and enforcement of policies and guidelines relating to the proper use of corporate computing resources
- Ability to effectively diagnose and troubleshoot computing, networking and phone systems hardware and software including PC and Macintosh computers, Windows 2000/XP/Vista network operating systems, Macintosh OS X operating system, printers, print servers
- Ability to type 75 wpm
- Website Development
- Team player, positive attitude.

I welcome the opportunity to meet with you and discuss in greater detail my potential value.

Thank you for your consideration.

Sincerely,
Ivan Rolig

Education:

Crown College
A.S. Criminal Justice

Crown College
B.S. Public Administration
Cumulative GPA: 3.6/4.0

Experience:

Haselwood Auto Group
www.HaselWoodAutoGroup.com

Title: IT Support Assistant
1-08 to 4-08

Maintain computer network of 250 plus computers for 5 car dealerships, remote assistance to users to troubleshoot repair their computer issue. Troubleshoot handheld PDA's, Network and Windows XP troubleshooting skills. Installed, upgrade, and maintain software, hardware, and peripherals. Configured troubleshoot PCs, laptops, software, printers, small technology devices, telephones, etc. Remote in to users computers to troubleshoot/repair system. Configure and support hardware and software. Respond to all requests in a timely manner: verbal, email, and electronic web-based Helpdesk - ticket system. Provide superior helpdesk support to end users on a variety of technology related issues. Established priorities and meet deadlines. Adapted to a fast-paced environment with demonstrated ability to juggle multiple competing tasks and demands. Quickly assimilated new information to form correct and logical conclusions.

Websites Kitsap
www.WebsitesKitsap.com

Title: Website Designer - Owner
10-07 currently working part time

Website design services, design websites for customers, specializing in full flash sites, custom website design and template services, html, and CSS. Provide excellent customer service both by telephone and email.

Websites that I have made for clients include.

www.BayviewApartments.biz www.CFAPhotography.com

www.AerialInnovative.com www.KassPainter.com

NK Supplies

Title: Business Owner

4-99 to 10-07

Sell merchandise online via e-commerce website.

Books, DVD's, Custom Screen Savers. Provide excellent customer service, via email and telephone. Package merchandise and send to buyer. Accepted all major credit cards.

Kitsap County Historical Society Museum

Administrative Assistant (Volunteer – Internship)

1-99 to 3-99

Sell merchandise to the general public from the museum gift shop. Reply to official correspondence with county officials relating to museum matters. Assist the public in researching historical documents. Write museum press release information. For upcoming events and exhibits. Drafted letters for grant funding.

Social Security Administration

Claims Rep (Volunteer – Internship)

8-98 to 12-98

New Social Security card verification. Verify identity of applicant by using Social Security computer system. Collected money from overpaid recipients. Data input on a daily basis.

Dennis 7-Dees Landscaping

Title: Irrigation Foreman

9-94 to 10-95

Installed irrigation systems according to blueprint specifications or design build. Supervised work crew of up to eight people. Planted trees, shrubs. Filled out daily time cards for employees. Ensured that OSHA requirements were met at all times.

Computer Skills:

Microsoft Windows Vista, XP Home, XP Professional, Microsoft Windows 95', 98', 2000, ME. Microsoft Works, Microsoft Excel, Word. Microsoft Windows NT Workstation 4.0. Staroffice Spreadsheet, Staroffice Presentation. Microsoft Frontpage, Microsoft Publisher Office Pro, Proficient in various copy machines, fax machines and in the use of the internet and intranet. Proficient in Flash – Swish software. Provide remote assistance to users computers, Perform connectivity issue checks via IP and/or network software. Issue new passwords and/or password resets.