

RICKEY PURDY
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Desktop Support Specialist

QUALIFICATIONS

- 7+ years of experience supporting computers and networks
- Strong troubleshooting & problem-solving skills
- Work effectively independent or as part of a team
- Communicate effectively with at all levels with customers, employees, and management
- Maintain composure, keep emotions in check, and avoid aggressive behavior in difficult or stressful situations
- Dependable, responsible, self-motivated, patient, and good-natured

CERTIFICATIONS

- Microsoft Certified System Engineer (MCSE)
- Microsoft Certified Professional (MCP)
- A+ Certified Service Technician

COMPUTER SKILLS

Windows NT/2000/XP/ 7/2003 Server
MS Office
MS Outlook
Active Directory

Remote Desktop
Internet Browsers

EDUCATION

Southwest Tennessee Community College, Memphis, TN

- A.A.S. Computer Engineering Technology
- A.A.S. Electrical Engineering Technology
- Micro Applications for Technicians ■ Logic & Problem Solving ■ Digital Circuits
- Data Communications/Networking. ■ Electronic Circuits I/II ■ Electrical Circuits I/II

Stratford Career Institute

- Diploma- Business Management
- Fundamental characteristics of a business
- Business Taxes; State, local, and government regulations
- Financial Institutions and common banking services
- Ethical issues and Social responsibility of business

EMPLOYMENT

Leiters, Inc

Manufacturing Technician: 05/09/2022 to 01/19/2024

- Aseptically don sterile garbing and demonstrate aseptic technique while in the cleanroom environment.
- Accurately prepare, label, and use cleaning materials and solutions.
- Accurately sort and dispose of pharmaceutical waste materials.
- Follow SOPs, product batch record instructions, and corresponding quality documentation in detail.
- Adhere to all facility safety policies and procedures and proactively identify unsafe conditions.
- Operate all formulation, sterile filling, inspection and final vial packaging equipment.
- Aseptically perform and support manual filling activities within a cleanroom environment.
- Clean and disinfect cleanrooms, equipment, and supplies in support of routine production.
- Perform additional equipment setup or preparation activities in support of production as assigned

Pepsico – Frito lays

Warehouse Associates: 02/11/2020 to 04/17/2022

- Prepare orders by processing requests and supply orders; pulling materials; packing boxes; placing orders in delivery area
- Maintain inventory controls by collecting stock location orders and printing requests.
- Maintain quality service by following organization standards
- Maintain safe and clean work environment by keeping shelves, pallet area, and workstations neat; maintaining clean shipping supply area; complying with procedures, rules, and regulations

Smart Source Staffing

Computer Technician: 05/11/2020 to 08/15/2020

- Walked customers through step-by-step process for troubleshooting hardware issues.
- Assisted customers with anti-virus program installations and virus removals.
- Used good problem-solving skills for troubleshooting problems.
- Installed and maintained company's computer systems and network.
- Performed upgrades and installed updates.
- Used SCCM is installed on a Windows Server to help organizations manage endpoints.
- As a computer technicians, proactively manage the entire lifecycle of all Windows-powered devices. This includes deploying and maintaining systems and software, responding to security threats, distributing settings, and analyzing inventory data.

Quality Care Resources

Customer Service Representative: 08/16/19 to 01/15/20

- Engaged clients with information on debit relief, credit repair, and the process of credit in general.
- Answered on an average of 70 calls per day clients inquires solving problems and providing solutions.
- Recommended alternative solutions if clients hit any road blocks.
- Received multiple positive reviewed acknowledging excellent customer services.

Whole Foods Market

Overnight Stocker: 07/12/18 – 02/16/19

- Stocked product on selves neatly and rotated back stock.
- Put away extra stock on proper selves with dates of inventory.
- Communicated with managers to diagnose issues with hand held scanners by Reassembled, adjusted and cleaning equipment as needed or calling tech support for troubleshooting steps.
- Loaded and unloaded programs, software, and drivers

24-7 Intouch (Netflix) 03/13- 6-17

Customer Service Representative

- Responded to customer's inquiry calls, quickly assessing the customers' needs and problems in order to deliver an ideal solution.
 - Performed on-line troubleshooting, gave technical advice.

- Answered as many as 50 calls a day
- Listen attentively, solve problems creatively, and use tact and diplomacy to find common ground and achieve win-win outcomes.
- Assisted IT administrator with maintenance of computers and peripheral equipment, identifying problems and providing appropriate solutions.
- Researched and resolved problems on workstations and LAN, including IP resolution, cabling problems, and peripheral malfunctions.
- Assisted administrator with creating user accounts and managed access control of desktop and Network applications

Labor Ready, Denver, CO 80204

General Laborer (02/2012- 03/2013)

- Load and unload building materials and move materials regarding working areas
- Performed diagnostic testing on PC equipment and ensured printers were up and running at all times.
- Installed office managers hardware components and software packages
- Troubleshoot all administrative assistants windows and internet browser problems .

Volt Technical Service, Denver, CO

Computer Technician (1/2004 – 1/2006)

- Installed and configured over 500 new desktop computers
- Participated in the training of users on network hardware and software.
- Maintained the LAN network connections, including limited hardware and software installations and set-up, documentations, technical maintenance, and user support.
- Referred major hardware or software problems or defective products to vendors.

Tennessee Property Services. Inc, Memphis, TN 38134

Desktop Support Analyst (9/2001 – 9/2002)

- Answered over 25 telephone calls to assist users encountering problems..
- Maintained and administered computer networks and related computing environments including hardware, systems software, application software, and all configurations.
- Set up equipment for new employee ensuring installation of cables, operating systems, or appropriate software.
- Severed as front line support technician for more than 2750 end users.

Memphis Police Department, Memphis, TN

MICROCOMPUTER SPECIALIST (1997-2001)

- Completed 90% of first tier support trouble tickets with first attempt.
- Diagnosed, troubleshoot, resolved hardware, software, or other network and systems, and replaced defective components when necessary.
- Severed as front line support technician for more than a 5000 end users.
- Coordinated and implemented network security measures to protect data, software, and hardware.
- Tested, maintained, and monitored computer programs and systems, including coordinating the installation of computer programs and systems