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Susan Schroeder

COMPUTER SUPPORT HELP DESK ANALYST

Enhancing Efficiency and Productivity in Fast-Paced, Ever Changing Environment

CAREER SUMMARY

Extremely organized, efficient, and precise **help desk professional** with excellent customer service skills. Analytical, enthusiastic and creative. Strong communication skills. Multi-task oriented; flexible in responding to constantly changing requirements. Received several awards for high productivity. Interim **Top Secret** security clearance

TECHNICAL EXPERTISE

SPECIALIZED TRAINING

EXPERIENCE

COMPUTER ANALYST

"Consistently meet deadlines, always working to improve skills, integral part of the team."

Microsoft Windows 9x, 2000, NT, XP Outlook Word PowerPoint Excel
Form Flow
A+ Access Dreamweaver HTML Fireworks

RESOURCE CONSULTANTS, INC, Vienna, VA, 1998 – Present

Provide outstanding desktop support to busy office of more than 12 users
Perform troubleshooting for configuration and connectivity issues
Install software and peripherals to include scanners and zip drives
Maintain printer and copier equipment, coordinate and schedule server modifications
Manage and update local website
Maintain computer inventory database using Access

EXECUTIVE ASSISTANT

"Sought out as expert for computer support"

COALITION FOR THE AGING, Washington, DC, 1996– 1999

Created new database resulting in more accurate data and user friendly application
Developed unique database for conferences and meetings
Maintained and updated membership database on a daily basis
Prepared correspondence, memos, monthly reports, edited monthly newsletter
Processed membership dues and monthly invoices. Assisted members with inquiries
Prepared travel arrangements and scheduled monthly committee meetings

ADMINISTRATIVE ASSISTANT

Received award for accuracy and customer service

ADVANCED MEDICAL TECHNOLOGY, Washington, DC, 1994 – 1996

Accurately updated and maintained database for Help Desk Department
Coordinated and processed personnel documents; maintained and processed timesheets; distributed payroll
Processed memos, correspondence, and spreadsheets; prepared monthly status reports; ordered and distributed office supplies
Screened incoming calls and directed them to appropriate executive personnel

ADMINISTRATIVE ASSISTANT

DBX MERCANTILE COMPANY, Plano, Texas, 1992 – 1994

Managed and processed all receiving merchandise reports; formulated incoming Mill invoices for computer processing and provided data entry