

# Page Horsechief

## Service Desk Specialist

### Contact

1143 PHINNEY  
Dallas, TX 75211  
214-837-7298  
pagehorsechief@gmail.com

### Education

DeVry Institute of Technology  
BS Computer Science for  
Business

### Key Skills

Customer Service  
Troubleshooting  
MDM Management  
Communication  
Problem-solving

### Objective

Skilled Customer Service Representative with over 20 years of experience in providing top-tier support for medium to large sized businesses. Experience diagnosing, troubleshooting and resolving client issues. Work well with others, a great team player and strong communication skills.

### Experience

*April 2011 - Present*  
Service Desk Specialist – Advantix

*2009 – 2010*  
Volt Technical Resources • Help Desk Associate

*1995 - 2009*  
Frozen Food Express Industries, Inc • Help Desk Specialist

Responsibilities: Acted as the liaison and top tier support for clients that were deemed highest volume and most complex by management. Frequently communicated with and completed requests for client-side executives and VIPs.

### Skills

Salesforce case creation, case manipulation, object creation, object manipulation, and navigation.

ServiceNow and Remedy ticket management.

User administration for MobileIron, Meraki, AirWatch, BES, and Maas360.

Microsoft Office Suite - Outlook, Word, Excel, and PowerPoint.

JAVA coding.

Hardware and software computer maintenance.