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|  | FAVIAN HAMLETTE | | | | | | | |  |
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|  | IT Help Desk Technician 2 | | | | | | | |  |
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|  | CONTACT |  |  | PROFILE |  | | |  |  |
|  | 609-509-5231 fhamlette79@gmail.com | |  | Great understanding of front-end technologies. Understanding Python, SQL, Flask and debugging code. General understanding of AWS Cloud based services. Knowledge of trouble shooting and diagnosing problems of printers and desktops/laptops. I am dedicated, organized, and a collaborator with strong written, communication and relationship-building skills. I enjoy being able to help people and solve problems, | | | | |  |
|  | SKILLS |  |  | EXPERIENCE | |  | |  |  |
|  | Microsoft OfficePython, Pycharm IDE & FlaskAWS Cloud ComputingCommunicationDebuggingComputer Hardware SQL | |  | **Transaxle**11/2022 - current As an IT Help Desk Technician 2 my responsibilities include trouble shooting and diagnosing problems of printers and desktops/laptops. Monitor business applications via remote desktop. Manage administrative server functions, including back-ups, upgrades, recovery, management of disk space, and more. Deployed, maintained, and operated numerous devices such as PCs and smartphones. Administered user's rights, memberships, and access in Active Directory. Assist with server and system updates. Documented help desk tickets/resolution and maintained equipment inventory lists with excel. Configure, implement, monitor, and support security software. Monitor and manage Citrix environment and SQL server. Database management, assisted with database cleanups, supplement existing data, data refresh, gather and enter data. Work closely with the product and engineering teams to understand requirements and translate them into technical specifications. Coordinate the onboarding and off boarding of an employee as it relates to IT (e.g., ordering equipment, license management, installations, and troubleshooting). | | | | |  |
|  | EDUCATION |  |  |  |
|  | **Camden County College** **09/2012 -12/2013**  Associates degree  Computer Science **Google** 06/2022 – 10/2022Google IT Support Professional Certificate **W3 School online**  12/2023 – current  Online service to learn multiple programming languages. | |  |  |