ANDREA CLEGHORN

Help Desk Technician







Education

Bachelor of Science in Information Technology

2020 - 2024

Ohio State University, Columbus, OH

CompTIA A+

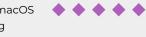
September 2024

Microsoft Certified: Fundamentals

January 2024

Skills

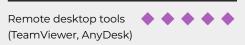
Windows and macOS troubleshooting



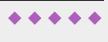
Microsoft Office 365 support



Basic networking (LAN/WAN, routers, switches)



Ticketing systems (Zendesk, Freshdesk)



Links

LinkedIn: I/in/andreacleghorn

Professional summary

Motivated IT graduate with a passion for solving technical issues and providing excellent customer support. Seeking to leverage technical knowledge and strong communication skills as a Help Desk Technician at TechSolve IT Solutions.

Experience

Tech Partners LLC

June 2024 - August 2024 Columbus, OH

IT Support Intern

- Resolved 40+ daily help desk tickets related to software and hardware issues.
- Provided Level 1 technical support to employees, ensuring quick resolution of IT issues.
- Documented technical solutions for internal knowledge base, improving team efficiency.
- Assisted in setting up and maintaining office workstations and peripherals.

Columbus Community Center

February 2023 - May 2023

Columbus, OH

IT Help Desk Volunteer

- Offered first-line tech support to staff by diagnosing and resolving computer issues.
- Installed and updated software on computers and printers for office use.
- Trained employees on basic use of office tools, improving workflow.
- Troubleshot and repaired minor network connectivity problems.

Projects

IT Asset Inventory System Development

 Designed and implemented a simple IT asset tracking system using Excel and macros for a nonprofit.