

# Paterson Nolan

CUSTOMER SERVICE



## SUMMARY

Enthusiastic Customer Service Representative with 5+ years of experience dealing and resolving complex customer inquiries. Highly passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement.

## EXPERIENCE

### IT Support and LED Technician Goldman Sachs Group

Aug 2018 - Present

Desktop support, Hardware and network support, Led digital sign board support in hardware as software responsible for making LED screen as well as installing

### Front Office Management TD Bank Group

Jan 2018 - Apr 2018

Server room managing installing software cctv managing

### Customer service Nippon Telegraph

Oct 2015 - Aug 2016

Installing router, cctv, switch network devices server room managing Provided the Remote support & Net meting support using following software Team Viewer, VNC Server, Ammy

Remote Software, Remote Desktop. Experience in installation of Windows, configuration, Technical troubleshooting, support of server Hardware, operating systems, Microsoft application software and peripherals, Windows 2000, 2003, 2008, Linux, Ubuntu, Windows XP & Windows 7.

### Desktop Support a/s team leader Johnson & Johnson

Oct 2016 - Jan 2017

Proficient in handling escalated calls and providing level 1 Technical Support to end-users

.Computer maintenance, computer typing keeping stock date managing warehouse

### Hardware and CCTV Technician UnitedHealth Group

Jan 2017 - Jan 2018

Experience in installation of Windows, configuration, Technical troubleshooting, support of server Hardware, operating systems, Microsoft application software and peripherals, Windows 95/98, 2000, 2003, Server, XP .Configuration and Administration:DHCP, User admin, File systems, Active Directory, Terminal Services, Performance Monitoring, installing CCTV surveillance, Microsoft Outlook, Outlook Express configuration, backup, troubleshooting. Configuring & Managing DNS, DHCP & Active Directory. Creation and management of Domain and user accounts as well as assign access rights and permission to use internet facility.

## DECLARATION

...

I hereby declare that all statement made here in above are true, complete and correct and are not false or misleading

## CONTACT

✉ info@resumekraft.com

📞 +1-202-555-0114

📍 Charlotte, North Carolina

🌐 linkedin.com/in/nolan

## SKILLS

Ability to learn quickly

A positive attitude to wards customer services

The good communication skills

Flexibility to adjust under different working condition

Good interpersonal

Excellent in IT and LED screen

## LANGUAGES

English

French

Arabic

Chines

## EDUCATION

Certified security computer user  
2014

Yale University

Certified information security  
expert  
2015

University of Michigan

Certified information technology  
expect  
2016

Pace University