

Steven Hall

Desktop Support

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Recent IT grad working the front line of a university help desk, comfortable handling password, printer, and connectivity tickets for a mix of student and staff callers. Working toward CompTIA A+ with the second exam scheduled for next quarter.

PROFESSIONAL EXPERIENCE

Help Desk Technician (Student Employee), Marston University IT Services, Columbus, OH 2023 – Present

- Answer 35 to 50 calls and chats per shift during the fall term, mostly Wi-Fi, two-factor login, and Canvas access issues.
- Reset accounts in Active Directory and walk users through Duo enrollment on their phones.
- Log every interaction in TeamDynamix and escalate hardware repairs to the walk-in bench techs.
- Rewrote the dorm printer setup guide after noticing three roommates in a row calling with the same driver problem.

Genius Bar Concierge, Apple Store, Easton Town Center, Columbus, OH 2022 – 2023

- Greeted customers, opened repair tickets, and matched people to the right technician or workshop.
- Handled iPhone activation and iCloud sign-in questions for 20+ walk-ins per shift.
- Kept the queue moving during holiday season by proactively checking in on waiting guests.

EDUCATION

- B.S. Information Systems, Ohio State University, expected 2025
- CompTIA A+ Core 1 passed (2024), Core 2 scheduled Q1 2025

KEY SKILLS

- Windows 10/11, macOS basics
- Duo two-factor login, Okta
- Microsoft 365, Outlook, Teams
- Printer setup and driver installs
- Active Directory password and account tasks
- TeamDynamix, Zendesk
- Wi-Fi and remote access troubleshooting
- Customer service in a walk-up environment