

Jonah Horowitz

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EDUCATION

UNIVERSITY OF CINCINNATI

Cincinnati, Ohio

Bachelor of Science in Computer Engineering, 3.27 GPA

EXPECTED GRADUATION 2002

RELATED SKILLS/CERTIFICATIONS

- A+ Certified Technician
- Windows Networking and Troubleshooting
- Macintosh Networking and Troubleshooting
- Proficient with Unix, Linux and Solaris
- HTML Programming
- Microsoft Visual C++, Visual InterDev
- Desktop Publishing Applications
- Microsoft Office for Windows and Macintosh
- Microsoft Outlook
- Lotus Notes
- Novell Netware
- Hand Drafting
- Problem Analysis and Troubleshooting
- Customer Service

WORK EXPERIENCE

XEROX CONNECT

1999

Helpdesk Consultant

- Assisted End users on Xerox Connect Helpdesk accounts
- Worked with network tools to troubleshoot and analyze issues relating to user accounts and network problems. Paged out network technicians as necessary.
- Supported several applications and operating systems including: Windows NT, Windows 95, Lotus Notes, Microsoft Office, Microsoft Outlook, and SoftID.

KINKO'S

1998

Desktop Publishing Consultant

- Provided a full service desktop publishing department, and worked with customers to produce whatever they needed.
- Maintained a self-service computer area with both Macintosh and IBM computers; Maintenance included troubleshooting hardware and software as well as installing new software as dictated by corporate.
- Helped self-service customers use the computers and the printers that were available.

THE GAP

1996-1998

Gap Online Specialist

- Provided information for Customer Service Representatives (CSRs) regarding new or updated products, policies and procedures, and computer systems.
- Trained and certified new CSRs.
- Supervised the call center during off-shift, acted as a knowledge base for CSRs.
- Took calls during times of peak call volume.
- Provided courteous, helpful customer service.

ITHACA COLLEGE

1995-1997

Helpdesk Consultant

- Provided phone support for campus faculty, staff, and students.
- Supported several applications and operating systems including: Windows NT, Windows 95, Macintosh, Solaris 2.6, Novell Netware, Microsoft Office, and Word Perfect.
- Determined priorities and submitted service requests for follow-up by support technicians if problems could not be resolved over the phone.

References Furnished upon Request