

Dashawn KNIGHT

✉ knightshawny@gmail.com

☎ 854-837-3522

SKILLS

- .Qualifications
- .Knowledge
- System Security
- Technical Support
- PC Hardware and Software
- Windows
- .IOS Operating Systems
- Network Standards & Protocols
- Maintain Security & Connectivity
- Ability to Troubleshoot & Resolve Issues
- MS Office Suite
- MS Office Suite
- .Google-G Suite
- Photoshop Experience (8 yrs.)
- Technical Support
- .Customer Svc. Experience
- Microsoft Word
- .Excel
- .365 Applications
- Hardware and software
- Analytic
- SQL
- .JavaScript
- .HTML
- Customer Service (7 yrs.)
- Service now

LANGUAGES

Experienced IT professional with 10 years in technology and 8 years in customer service. Seeking a dynamic IT role where I can leverage my technical expertise and customer-focused skills to drive innovative solutions and enhance system performance. Committed to solving complex issues and improving user experiences.

EXPERIENCE

SELF-EMPLOYED COMPUTER TECHNICIAN

2019 - 2022

• Performed on-site repair and preventive maintenance on personal computers and related peripherals. • Evaluated technical issues, solved customer concerns, and troubleshoot computer problems in an efficient and courteous manner. • Built custom computers to best serve the customer needs. • Installed, maintained and repaired computers hardware and software, including computer systems, printers, and scanners. • Provided technical support to end-users, troubleshooting various computer issues, and providing solutions. • Replaced hardware components. • Troubleshoot and fix software issues.

DIRECT SUPPORT PROFESSIONAL AHRC

2018 - 2020

Worked with the patient's and their physicians to understand their challenges, needs and health status. Performed tasks to support the patient's condition and tended to their needs. Performed basic housekeeping duties the patient was unable to complete. Created a safe, positive and encouraging atmosphere for them. Worked with the patient to enhance their decision-making skills. Encouraged those to engage in activities that helped strengthen their physical and mental health. Taught patient's how to complete tasks on their own to promote an independent and satisfying lifestyle.

MEDICAL COUNSELOR Head Injury Associates

2017 - 2018

Assisted and coordinated medical and psychiatric services for adult patient's with developmental disabilities. Monitored and provided a daily assessment of individuals' overall medical status.

DIRECT SERVICE PROFESSIONAL

2016 - 2017

Family Residences and Essential Enterprises

Provided direct support to 12 male individuals with Forensic backgrounds living in an ICF setting. Assisted individuals in advocating for themselves while on medical appointments. Provided enhanced supervision for individuals to ensure their safety and the safety of others. Administered medications. Supported individuals in the community by driving them to their preferred places. Educated them on appropriate community behaviors. Helped mediate crises. Ensured daily living skills, including preparing meals were accomplished. Assisted individuals with daily goals.

ELECTRONICS SALES ASSOCIATE

Walmart

Responded to customer inquiries regarding electronics, computers, equipment, features, activation, changes to account information and billing questions. Troubleshoot customer's devices and other mobility services and performed minor repairs to hardware and software. Navigated through computer tools and systems in responding to customer issues. Handled customer's service problems related to product function or the replacement of defective parts. Drove sales productivity and customer's satisfaction on various products, accessories and services to customer's.

EDUCATION

ASSOCIATE OF APPLIED SCIENCE DEGREE

HIGH HONORS

Miller-Motte College