

Hilton Tavarus Young
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General Qualifications

- Network Support Specialist
- Software Support: Windows xxx, Linux, Basic, Visual Basic, SQL, C, Pascal
- Hardware Support: installation, support, maintenance, security, upgrades
- Graphic Design: webmaster
- Call Center Support
- Tax Service: supporting hardware/software, OS issues

Work Experience

- Technical Support Representative (seasonal) – Liberty Tax Service Corporate Headquarters – Virginia Beach, VA December 8, 2008 – April 29, 2009
(Worked in an outbound call center seasonally, supporting franchise owner's pcs, small networks and tax software via web based issue tracking/support ticketing software, phone support and remote sessions via webex)
- Network Support Specialist – Work-study, The University of Virginia's College at Wise (Work included networking, and system installation, support, maintenance, security and administration in Windows NT4.)
- Webmaster, The Highland Cavalier (student newspaper at University of Virginia-Wise) Designed and maintained the (defunct) student newspaper's website at www.uvawise.edu/hcavalier . Work included graphic design as well as web design)

Education

- Kaplan University: Fall 2006 – present
Majoring in Information Technology with a concentration in networking with a 3.21 GPA and expected graduation in February 2010)
- University of Virginia's College at Wise (formerly Clinch Valley College of the University of Virginia)
Majored in Government - Public Administration
- 23 credit advanced studies diploma, Lakeland High School

Computer Skills

- DOS, Windows 3.1x, Windows 95/98/2000/XP/Vista/7, Windows NT 4, Linux, BASIC, Visual Basic, SQL, some C, PASCAL
- Skilled in computer hardware installation and upgrades

Awards

FBLA Tidewater region, first place in computer concepts, FBLA Virginia state, third place in computer concepts.

Alternate contact information: <http://www.young757.com> | <http://www.suffolk757.com>