

Hilton Tavarus Young

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QUALIFICATIONS

Experienced in windows administration and deployment, maintenance, troubleshooting, problem solving, support and hardware repair as a result of years as a work study student in a help desk environment. Also experienced in outbound technical support from time spent supporting a large tax service's franchise owners remotely on computer issues, issues with custom tax software, and OS problems. Currently studying the Cisco IOS and SDM, and Windows server.

RELEVANT WORK HISTORY

- 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. Tasks ranged from replacing broken hardware to troubleshooting professors' computers.)

EDUCATION

- Full time student from Fall 2006 – present at Kaplan University Online
- Majoring in **Information Technology** with a concentration in networking with a 3.21 GPA and expected graduation in February 2010)
- Former student from at The University of Virginia's College at Wise
- 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, some Visual Basic, SQL, Cisco IOS and SDM, Windows server and PASCAL.
- Skilled in computer hardware installation and upgrades.

AWARDS RECEIVED

- Future Business Leaders of America (FBLA) Tidewater region, first place in computer concepts, FBLA Virginia region, third place in computer concepts.
- **Eagle Scout** award in the Boy Scouts of America.