

**Mr. Kraig Welsh**  
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### **OBJECTIVE**

Where my knowledge and experience will grow in the fields of:  
IT Consulting, IT Support, Network/Server Administration and Computer Support  
Which will add versatility to better stabilize my career for the present and future.

### **COMPUTER SKILLS**

Apple IOS, OS X, Google Android, Computer Diagnostics & Repair, Computer Security, Field Service Technician, IT/Server Technician, IT Support Technician, IT Support Administrator, Help Desk Technician, Microsoft Office , Windows 7, 8 and 10, Network Administrator, Network Support Specialist, Network Technician, Remote Desktop Support, Security Consultant, Security Specialist, Security Systems Administrator, Server Administrator, Server Support Technician, Storage Administrator, Technical Support Specialist, Website Administration, Windows Server 2003, Wireless Networking

### **EDUCATION**

*Comptia Security+ IT Certification 2015*  
*Comptia Network+ IT Certification 2004*  
*Comptia A+ IT Certification 2002*  
*High School Diploma 2001*

### **EXPERIENCE**

Part Time IT Support Technician, [www.kraigwelsh.com](http://www.kraigwelsh.com) October 2008 – *Current*  
*Computer Support Specialist and Consultant*

- Data Backup and Recovery
- Operating System Upgrades and Restoration
- Virus and Malware Removal
- Hardware/Software Diagnostics and Installation
- Wireless Networking

SEMCO, Tucson, Arizona, January 2008 – December 2010

*Medical Records, IT Support, Insurance Verification & New Patient Scheduler*

- Maintained and obtained medical records on EMR system.
- Technical support and repair of office machines, servers & computers.
- Verification and proof of insurance eligibility for all patients.
- Scheduled new patients.

Nationwide Internet, Tucson, Arizona, May 2007 – December 2007

*Technical Support and Customer Service Representative*

- Dial-Up diagnostics and Trouble-shooting Of Voice Over IP

Best Buy, Henderson, Nevada, September 2006 – December 2006

*Part Time Computer Support/Customer Service Specialist*

- Provided diagnostics and repair of computers and electronics
- Checked out customers via cash register after repairs were completed
- Shipped equipment under warranty to main offices for repair

AFNI, Tucson, AZ, 2005-2006

*Customer Service Representative*

- Provided assistance with billing questions for Dish Network
- Explained to customers their bills and service periods

Sitel Corporation, Las Vegas, Nevada, 2004-2005

*Technical Support Specialist*

- Escalated customer to higher level departments as needed
- Instructed and educated customers on how to use the Internet
- Repaired Internet Explorer Settings
- Resolved and Repaired email issues with Outlook Express
- Scheduled Service Calls
- Performed tests and diagnostics on Cable Modems

United Parcel Service TeleServices, Las Vegas, Nevada 2003-2004

*Technical Support Specialist*

- Repaired UPS proprietary shipper databases
- Instructed customers on how to use UPS Worldship software
- Walked customers through UPS.com as needed
- Escalated customers to higher level departments as needed
- Used proprietary UPS systems to send customers equipment and products

New Horizons Computer Learning Center, Las Vegas, Nevada 2002

*Information Technology Internship*

- Helped to repair and diagnose issues with classroom equipment
- Assisted in Imaging computers for daily classes
- Administered users via a Windows 2000 domain
- Instructed workers on how to use computers systems and navigation