

Ronnie Collins  
219 College Street – Apt. M-1  
Florence, MS 39073  
Saturday, April 14, 2018

Dear Prospective Employer,

I am interested in a full-time or part-time **HELP DESK** position with a reputable company. I have attached my Resume to this Cover Letter, in hopes that you would be interested in talking further concerning this position. My salary requirements are \$18/hr. or higher.

I was previously a Level II contract computer field technician with several companies on large accounts, such as First American Bank/AmSouth Bank, Trustmark Bank and Lowes. My duties included the repair and reimaging of computers and the repair and replacement of equipment, such as printers and other peripherals for those companies. In my most recent job, I was a Level I Help Desk technician, which was a job that required me to have U.S. Government Security Clearance for the United States Mint. This job required assisting customers with computer issues such as email and unlocking accounts and opening tickets for on-site techs, if required. Due to an injury to my knee, I am now limited to **HELP DESK ONLY**.

I have a Master of Social Sciences degree from Mississippi College with the emphasis in History, and feel that I have the experience necessary to fill the position of Help Desk Coordinator at your company. I also possess managerial skills, as evidenced on my Resume by management of several stores for almost fourteen years with Exxon Company, U.S.A.

I hope that you will consider my application, and I look forward to additional future communications with you concerning this position. However, if you are a recruiter from or for **Leidos**, or for anything to do with **insurance**, **I AM NOT interested**. Also, **I CANNOT RELOCATE**.

Cordially,

John Collins

**Ronnie Lee (“Ron”) Collins**  
**219 College Street – Apt. M-1 Florence, MS 39073**  
**769.218.4565 (H) – 601.308.0519 (C)**  
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**OBJECTIVE:**

To obtain a technical position that will provide the opportunity to utilize knowledge, experience and technical training and apply it in a challenging yet rewarding and stable environment, while allowing for growth and expanding opportunities. However, I CANNOT RELOCATE.

**CERTIFICATIONS:**

03/2003 CompTIA A+ Certified Professional  
05/2003 HP Accredited Platform Specialist Integration Certification  
09/2015 Mississippi Class D Commercial Driver’s License

**TECHNICAL SKILLS:**

- Helpdesk Support for the United States Mint – assisting Mint customers with computer-related issues
- Desktop PC installation, troubleshooting and repair of HP, Dell and IBM/Lenovo systems
- Installation and repair of HP and Lexmark laser printers
- Ghosting and reimaging of end user computers to create and maintain consistent functionality
- Familiarity with IT operations within banking industry
- Ordering and procurement of end user equipment to meet changing technology requirements
- Configured TCP/IP settings and connected end devices to LAN
- Configured and connected devices to wireless LAN

**EDUCATION:**

08/1995 – 05/1997 Mississippi College

Clinton, MS

## **Master of Social Sciences Degree**

08/1990 – 05/1992 Mississippi College

Clinton, MS

## **Bachelor of Science Degree – History**

08/1996 – 05/1990 Hinds Community College

Raymond, MS

## **Associate in Arts Degree**

## **EXPERIENCE**

02/2016 – 06/2017  
Clinton, MS

### **Intratek**

Help Desk Technician

- Leidos account for the U.S. Mint
- Assist Customers by troubleshooting – Level 1
- U.S. Department of the Treasury/U.S. Mint Clearance
- Open U.S. Mint Tickets in ITSM
- Open Non-U.S. Mint tickets in Service Now

08/2013 – 03/2015  
Florence, MS

### **CompuCom**

IT Field Technician

- Provide IT Support for 10 Lowe's Stores each week
- Drive 920+ miles each week (company vehicle) to support these stores
- Diagnose problems with access points, servers, PCs and terminals
- Replace outdated equipment (terminals, PCs, printers, etc.)
- Interact with store management and provide reports

11/2011 – 01/2013  
Jackson, MS

**Logista**

**PC Technician/Procurement**

- Trustmark National Bank account – In-House
- Configure, troubleshoot and repair Lenovo and Dell PCs
- Configure, troubleshoot and repair Lexmark and HP printers
- Order and procure new PCs to maintain current technology requirements

06/2008 - 05/2011  
Ridgeland, MS

**Farm Bureau**

**Senior Claims Representative**

- Assist customers and record insurance claims
- Help Desk support
- Configure and troubleshoot Wireless networks and Access Points

09/2002 - 12/2007  
Jackson, MS.

**Pomeroy IT Solutions**

**Field Technician – Level II**

- AmSouth Bank account
- Troubleshoot, repair and replace PCs, printers and peripherals
- Assign and identify system names according to bank naming convention
- Reimage PCs to bank standards
- Document and maintain upgrades to banking equipment and images
- Identify and monitor device type (desktop, laptop, printers and peripherals)
- Identify Physical location, i.e., building number and room number where located;
- Document Network Point of Contact (POC) or support person;
- Oversee and/or perform after-hours or weekend projects unassisted
- One of two persons responsible for most of Central MS and parts of LA and AL, as needed

- Person(s) with administrator or superuser access.

03/2000 - 08/2002  
Jackson, MS

**Getronics Wang Global**

Field Technician – Level II

- AmSouth Bank account
- Troubleshoot, repair and replace PCs, printers and peripherals
- Assign and identify system names according to bank naming convention
- Reimage PCs to bank standards
- Document and maintain upgrades to banking equipment and images
- Identify and monitor device type (desktop, laptop, printers and peripherals)
- Identify Physical location, i.e., building number and room number where located;
- Document Network Point of Contact (POC) or support person;
- Oversee and/or perform after-hours or weekend projects unassisted
- One of two persons responsible for most of Central MS and parts of LA and AL, as needed
- Person(s) with administrator or superuser access.

09/1999 - 02/2000  
Level II

**AmSouth Bank**

In-House and Field Technician –  
Jackson, MS

- Troubleshoot, repair and replace PCs, printers and peripherals
- Assign and identify system names according to bank naming convention
- Reimage PCs to bank standards
- Document and maintain upgrades to banking equipment and images
- Identify and monitor device type (desktop, laptop, printers and peripherals)
- Identify Physical location, i.e., building number and room number where located;

- Document Network Point of Contact (POC) or support person;
- Oversee and/or perform after-hours or weekend projects unassisted
- Person(s) with administrator or superuser access.

02/1999 - 08/1999  
– Level II

**First American Bank**  
Jackson, MS

In-House and Field Technician

- Troubleshoot, repair and replace PCs, printers and peripherals
- Assign and identify system names according to bank naming convention
- Reimage PCs to bank standards
- Document and maintain upgrades to banking equipment and images
- Identify and monitor device type (desktop, laptop, printers and peripherals)
- Identify Physical location, i.e., building number and room number where located;
- Document Network Point of Contact (POC) or support person;
- Oversee and/or perform after-hours or weekend projects unassisted
- Person(s) with administrator or superuser access.

09/1976 - 05/1990  
Store Manager

**Exxon Company, USA**  
Jackson, MS

Full, Self-Serve and Multi-

- Managed 7-10 employees at several locations
- Responsible for accounting and ordering of gas, oil and supplies necessary for operation
- Responsible for daily banking and security of monies and assets of stores
- Assign and identify system names according to bank naming convention
- Responsible for signage and appearance/cleanliness of stores to Exxon standards

- Responsible for scheduling, hiring, disciplinary action and termination of employees

RESTRICTIONS:

Unable to Relocate

Can Travel as often and far as needed only if Company Vehicle is Provided