Hannah Mercer

DESKTOP SUPPORT TECHNICIAN

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SUMMARY

Desktop Support Technician with 5 years of desktop support and help desk work, now covering 750 users across 11 clinics. Images and repairs Windows 10 and 11 PCs, Mac laptops and iOS devices, and manages Active Directory and Office 365 accounts. Known for calm customer service and quick fixes on printers, docks and VPN problems.

EXPERIENCE

Desktop Support Technician
05/2023 - Present

Three Rivers Orthopedic Associates — Pittsburgh, PA

Orthopedic practice with 11 clinics and 2 surgery centers.

- Handle 35-40 desk-side and remote tickets a week for **750** users, closing 88% within one business day.
- Deploy 300 Windows 11 PCs ahead of Windows 10 end of support, finishing two weeks early.
- Configure 210 iPhones and iPads in device management with clinic Wi-Fi, email and VPN profiles.
- Resolve DHCP and DNS conflicts with the network team, reducing repeat connectivity calls by 30%.

Help Desk Technician
08/2021 - 04/2023

Steel City Insurance Partners — Pittsburgh, PA

Regional insurance agency with 180 agents and office staff.

- Fielded about 25 calls a day on Windows 10, Office 365 and printer issues for agents and office staff.
- Built 60 macOS laptops for the sales team with mapped drives and Outlook profiles.
- Unlocked Active Directory accounts and reset passwords, averaging under 5 minutes per call.
- Managed a desk-side spare stock of docks, cables and keyboards so swaps took minutes, not days.

SKILLS

Desktop Support | Windows 10 | macOS | iOS | Active Directory | Office 365 | VPN | DNS | DHCP | Customer Service

EDUCATION

Associate of Science
05/2021

Community College of Allegheny County — Pittsburgh, PA

Computer Information Technology

CERTIFICATES

CompTIA A+
07/2021

CompTIA

Microsoft 365 Certified: Endpoint Administrator Associate
03/2024

Microsoft