

Lainey Holt

📞 (469) 555-6038 ✉️ lainey.holt@example.com 🔗 [linkedin.com/example/laineyholt](https://www.linkedin.com/example/laineyholt) 📍 Plano, TX 75024

SUMMARY

Field IT Support Technician with three years of hands on experience supporting distribution, warehouse, and operational environments. Installs, configures, troubleshoots, and maintains desktops, laptops, **RF devices**, **wearable technology**, printers, **peripherals**, and business software that keep frontline teams productive. Uses structured diagnosis for hardware, software, connectivity, and access issues, restoring service with practical decisions based on operational impact. Supports basic server, networking, telecommunications, cabling, and connected device checks, then records findings clearly for escalation when needed. Works directly with site leaders and users during time sensitive interruptions, manages competing requests, travels between facilities, and follows safety procedures around active distribution activity. Accurate documentation, dependable **customer service**, organized asset handling, and calm field communication support reliable technology service across mission critical operations.

EXPERIENCE

Field IT Support Technician

May 2024 - Present

Lone Star Fulfillment Systems

Plano, TX

Provide **on site field IT support** across active **distribution facilities**, covering end user equipment, mobile technology, connectivity checks, service records, deployments, and priority incidents. Coordinate with operations leaders and infrastructure teams so technology interruptions receive practical attention, clear communication, and documented follow through.

- Restored distribution workstations, **RF devices**, wearables, printers, and peripherals through impact based field troubleshooting.
- Configured **desktops** and **laptops** with approved software, connectivity settings, peripherals, and verified user access.
- Diagnosed charging, connectivity, application, and pairing failures on RF and wearable devices during active shifts.
- Checked network paths, telecommunications hardware, server services, and cabling before escalating multi user incidents.
- Recorded symptoms, troubleshooting steps, component changes, resolutions, and user confirmation in accurate service tickets.
- Traveled between facilities for deployments and priority incidents, coordinating access windows with operations leaders safely.

Desktop Support Technician

January 2023 - April 2024

MetroPlex Warehouse Technologies

Irving, TX

Supported warehouse and office users through direct **desktop support**, mobile device preparation, incident diagnosis, equipment replacement, documentation, and operational communication. Balanced walk up requests with assigned tickets while protecting receiving and fulfillment workflows from avoidable technology disruption.

- Supported desktops, laptops, RF handhelds, wearable scanners, printers, and software during production sensitive warehouse shifts.
- Investigated power, connectivity, configuration, access, and recent change issues through structured diagnostic checks.
- Prepared replacement workstations and mobile devices, tested peripherals, and coordinated swaps around receiving schedules.
- Documented recurring fixes for enrollment, connectivity, printing, and peripheral issues, giving teammates clearer references.
- Performed basic network and telecommunications checks, collecting device details before routing **infrastructure** concerns onward.
- Managed walk up requests and ticket assignments by urgency, keeping users informed during high volume periods.

PROJECTS

Regional Device Readiness Program 📅 2025

Prepared desktops, laptops, RF devices, wearable scanners, and peripherals for scheduled distribution deployments. Verified connectivity, application access, charging, and user readiness before equipment reached operational teams.

Warehouse Incident Documentation Improvement 📅 2024

Organized recurring hardware, software, printing, connectivity, and device enrollment findings into clearer support records. Helped technicians locate practical fixes faster during active warehouse service requests.

LEADERSHIP & AWARDS

- Recognized by distribution operations leaders for dependable service during time sensitive technology interruptions.
- Selected by support teammates as a trusted resource for RF device and wearable troubleshooting.
- Praised for accurate service records, organized equipment handling, and clear communication across active facilities.

EDUCATION

Associate of Applied Science in Information Technology

2022

Collin College GPA: 3.5

McKinney, TX

Coursework: Desktop support, networking fundamentals, hardware troubleshooting, technical documentation

CERTIFICATIONS

- CompTIA A+ 📅 2023
- IT Support and Hardware Troubleshooting Certificate 📅 2022

TECHNICAL SKILLS

- **End User Hardware:** Desktops, laptops, printers
- **Mobile Field Devices:** RF devices, wearable scanners, handheld devices
- **Peripheral Systems:** Barcode scanners, keyboards, charging stations
- **Operating Systems:** Windows, desktop applications, device settings
- **Network Fundamentals:** Connectivity checks, cabling, network paths
- **Server Support:** Server connected services, access checks, service availability
- **Telecommunications:** Telecommunications hardware, phone devices, cabling
- **Service Management:** Incident records, service tickets, escalation notes
- **Deployment Practices:** Device imaging, equipment replacement, user verification
- **Troubleshooting Methods:** Hardware diagnosis, software diagnosis, structured checks
- **Distribution Technology:** Warehouse systems, receiving stations, fulfillment stations

SKILLS

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|---------------------|----------------------------|--------------------------------|---------------------------|
| • Field IT support | • Wearable technology | • Telecommunications equipment | • Incident prioritization |
| • Desktop support | • Hardware troubleshooting | • Device configuration | • On site support |
| • Technical support | • Software troubleshooting | • Customer service | • Operational safety |
| • RF devices | • Network fundamentals | • Technical documentation | |

PROFESSIONAL AFFILIATIONS

- CompTIA community participant, following practical discussions about desktop support, hardware, and field troubleshooting.
- Regional technology support peer network participant, sharing repair notes and operational service practices.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST