

Lainey Holt

Field IT Support Technician, Distribution Operations

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📍 Plano, TX 75024

STRENGTHS

- 🔧 **Field troubleshooting**
Restored service during active distribution shifts by checking symptoms, connections, settings, and device condition in sequence.
- 📋 **Operational judgment**
Prioritized incidents around receiving and fulfillment impact, helping site teams focus on work that mattered most.
- 🗣️ **Customer communication**
Kept users and operations leaders informed during interruptions, a habit that built trust during busy shifts.
- ✅ **Device readiness**
Prepared replacement equipment carefully, then tested access and peripherals so users could return to work smoothly.
- ♥️ **Service documentation**
Captured symptoms, fixes, and component changes clearly, giving teammates a useful record for recurring issues.

SKILLS

Field IT support Desktop support

Technical support RF devices

Wearable technology

Hardware troubleshooting

Software troubleshooting

Network fundamentals

Telecommunications equipment

Device configuration

Customer service

Technical documentation

Incident prioritization

On site support Operational safety

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

Lone Star Fulfillment Systems 📅 May 2024 - Present 📍 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

MetroPlex Warehouse Technologies 📅 January 2023 - April 2024 📍 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.

LANGUAGES



MY CAREER



- Field IT Support Technician at Lone Star Fulfillment Systems (2.4 Years)
- Desktop Support Technician at MetroPlex Warehouse Technologies (1.2 Years)

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
Collin College 🎓 GPA: 3.5 📅 2022 📍 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

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.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST