Ernest Anthony Bell | IT Support Specialist | Systems Support | Desktop Support | Field Services
tony@belldigitalmedia.com | *843.367.5727*

CORE IT COMPETENCIES

- ✓ Technical Support & Troubleshooting
- ✓ Help Desk / Service Desk Support
- ✓ Desktop & Laptop Support
- ✓ Hardware Diagnostics & Repair
- ✓ Computer Configuration & Deployment
- ✓ Windows Environment Support
- ✓ Network Configuration & Troubleshooting
- ✓ LAN / PC Support
- ✓ Server Hardware Troubleshooting
- ✓ Hardware Installation & Replacement
- ✓ Software Installation & Configuration
- ✓ End-User Support & Training
- ✓ Remote & On-Site Technical Support
- ✓ System Imaging & Rebuilding
- ✓ IT Asset & Equipment Support
- ✓ Technical Documentation
- ✓ Customer Service
- ✓ Incident Resolution
- ✓ Hardware/Software Integration
- ✓ Technology Project Support
- ✓ Cybersecurity Fundamentals
- ✓ Productivity Software Training

PROFESSIONAL EXPERIENCE

COLLEGE OF CHARLESTON
Adjunct Professor – Arts Management | 2015–2018
- Taught media production courses.

The Art Institute of Charleston
Adjunct Professor – Physics/Media Arts | 2008–2018
- Taught physics and media production courses

BARRISTER GLOBAL SERVICES | Charleston, SC
Information Technology Field Engineer | 2015
Provided on-site technical support and computer/network services for corporate and residential customers.
- Configured and supported computers, peripherals, and network environments.
- Diagnosed and resolved hardware, software, operating system, and connectivity issues.
- Installed, configured, repaired, and replaced computer hardware and components.
- Provided on-site technical support and troubleshooting.
- Supported corporate and residential users with computer and network configuration.
- Identified root causes of technical problems and implemented appropriate corrective solutions.
- Worked independently in field environments while maintaining professional customer service and technical documentation.
- Managed multiple service calls and technical assignments while meeting customer and service requirements.

APEX SYSTEMS, INC. | Charleston, SC
Dell Certified Systems Expert | 2011
Provided hardware diagnostics, repair, and system rebuilding services for major computer manufacturers.
- Diagnosed, repaired, and rebuilt laptops, desktops, and servers.
- Supported Dell, Alienware, and Lenovo computer systems.
- Performed hardware troubleshooting and component replacement.
- Identified system failures through diagnostic procedures and systematic troubleshooting.
- Rebuilt and restored computer systems to operational condition.
- Provided technical support in accordance with manufacturer service procedures and standards.

MEADWESTVACO | North Charleston, SC
PC/LAN Analyst / Enterprise Help Desk Specialist
Provided enterprise-level technical support for users within a corporate computing environment.

- Delivered help desk and desktop support to enterprise users.
- Supported PC and LAN environments.
- Diagnosed and resolved computer hardware, software, and connectivity problems.
- Troubleshot user issues and provided step-by-step technical assistance.
- Installed, configured, and supported computer hardware and software.
- Assisted users with productivity applications and technology-related issues.
- Escalated complex problems when necessary and followed issues through resolution.
- Provided customer-focused technical support in a corporate environment.

AMERICORPS NATIONAL CIVILIAN COMMUNITY CORPS | North Charleston, SC
Computer Specialist / Government Help Desk Specialist
Provided computer support and user assistance within a government environment.

- Provided help desk support to government users.
- Diagnosed and resolved computer hardware and software problems.
- Installed and configured computer systems and applications.
- Assisted users with productivity software and general computer operations.
- Served as a technical resource for end users experiencing computer problems.
- Provided productivity software training to users.
- Supported day-to-day computer operations and technology needs.

CERTIFICATIONS

CompTIA Security+ (**LQ1FQZXJ7D142NSV**)
CompTIA Network+ (**YK23R7RB7DB4QB99**)
CompTIA A+ (**2CKHV8VD7DEE2HWE**)

Dell Certified Systems Expert – 3028 Onsite Troubleshooting
Dell Certified Systems Expert – 3016 Foundation Desktops
Dell Certified Systems Expert – 2003 Foundation Portables

EDUCATION

Appalachian State University
Master of Science, Applied Physics
Boone, North Carolina

College of Charleston
Bachelor of Arts, Physics
Charleston, South Carolina