LANWOOD LYNCH III

INFORMATION TECHNOLOGY

SKILLS

Microsoft
(Excel, Word, PowerPoint, SharePoint, Teams, OneDrive & Access)
IC3 Certified (Internet Core Competency Certification)
Mobile Applicants and Device Management
Call Center/Communications Training
Install & Configure the Operating System
Customer Service
ServiceNow
Sales and Marketing

CONTACT

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(804)-316-1519

EDUCATION

MEADOWBROOK HIGH SCHOOL
Advanced Diploma: IT
2012-2016 *GPA 3.0*

CHESTERFIELD CAREER AND TECHNICAL CENTER
Information Technology

OLD DOMINION UNIVERSITY
Cyber Security – Pending 2026

OBJECTIVE

Service-focused bringing unparalleled skills in customer relations, task prioritization and time management. Motivated to directly and efficiently address customer concerns head-on, develop proactive solutions and implement corrections with efficiency. Proficient in being a team player and always open to learning.

EXPERIENCE

MCGUIREWOODS LLP

2023-PRESENT **SERVICE DESK ANALYST**

- Adhere to incident management, problem management, change management, and knowledge management best practices.
- Log all help desk calls or email requests into the current IT Service Management System and updates incident and/or problem information within ServiceNow.
- Ability to quickly diagnose, organize, and prioritize competing deadlines and properly setting service expectations with clients.
- Utilize advanced features in MS Office Suite and Adobe applications to resolve complex document issues.
- Utilize and troubleshoot web-based applications.

NETWORKING TECHNOLOGY & SUPPORT (NTS)

2022-2023 **SYSTEM ADMINISTRATOR**

- Responsible for configuring, deploying, and administering telecommunications system, end user hardware/software, virtual and physical server systems, and network infrastructure.
- Monitor system health and optimize hardware for performance and reliability.
- Respond to requests for technical assistance via phone or electronically (tickets)
- NOC/MSP experience. As well as Service now and Remote desktop services experience

VINEYARD VINES

2021-PRESENT **CREW LEAD**

- Worked side by side with management team in ensuring customer interaction is tailored to their needs.
- Support store leadership in strategic managerial tasks.
- Generate sales to support the store in meeting store financial goals and metrics by creating lasting customer experience.
- Promoted as Crew Lead Manager in less than a month of working the job.

VCU CHILDRENS HOSPITAL

2019-2020 **PATIENT ACCESS REPRESENTATIVE**

- Greets patients; secures the appropriate patient and insurance information; ensures that registration data is correct and accurate; validates insurance eligibility, enters information into appropriate systems; collects co- pay.
- Provides quality services to people of all ages and ensure that everyone is treated courteously, quickly and with respect.
- Troubleshoot a variety of computer hardware including printers, tablets, and monitors.