Mason Fife

INFO

Erie, PA
814-823-5387
masonfife@outlook.com
www.masonfife.com

SKILLS

Web Development

Adobe Photoshop

Communication

Time Management

Deadline-driven

Problem Solving

Leadership

Management

CERTIFICATIONS

TestOut PC Pro

OVERVIEW

Driven Network and Database Professional with experience in providing computer and system support. Skilled at providing end user customer support, leadership, and training. Excellent with audio, video, and computing equipment.

EXPERIENCE

IT Technician
Millcreek Township School District | Millcreek Township, PA   February 2024-Current
- Provides desktop, application, digital resources, and operating system support and training to teachers, and staff.
- Maintenance and repair of all digital equipment including, but not limited, computers, printers, and peripherals.
- Evaluate software and online resources for classroom use throughout the district.

Service Lead
Velocity Network | Erie, PA   March 2023-February 2024
- Responsible for assigning tickets to service team members to maintain a smooth workflow and handle ticket volume effectively.
- Provided assistance and guidance to team members whenever they required help with a ticket or task, ensuring their productivity and success in resolving customer issues.
- Managed the training of newly hired employees, equipping them with the necessary knowledge and skills to excel in their roles and seamlessly integrate them into the company.

Technical Support Representative
Velocity Network | Erie, PA   February 2022-February 2024
- Exceptional technical assistance and support for computer and technology-related issues.
- Swift emergency response to minimize business disruptions.
- Optimized user experience through setups and configuration of computers and other technology devices.
- On-site installation, troubleshooting, and proactive support to help clients optimize their computing equipment.

Internship
Harbor Creek School District | Harborcreek, PA   June 2021-September 2021
- Assisted with adding Chrome Books to the schools network.
- Built customized computers for classroom projects to enhance learning experiences.

EDUCATION

Erie Institute of Technology | Network Database Professional   2019-2021