Christiane Lassek

Computer Lab Technician

Profile

Diligent Computer Lab Technician with 1 year of experience in maintaining and troubleshooting computer systems and networks. Adept in software and hardware installation, user support, and lab management. Demonstrates strong problem-solving abilities, excellent communication skills, and a commitment to facilitating a seamless and efficient computer lab experience for all users.

Employment History

Computer Lab Technician at Kansas State University, KS

Apr 2023 - Present

- Successfully managed and maintained over 200 computer systems and devices across 5 computer labs at Kansas State University, resulting in a 99% uptime and increased student satisfaction.
- Implemented a new software deployment system that streamlined the installation and update process, reducing the time spent on software management by 40% and increasing overall lab efficiency.
- Trained and supervised a team of 10 student assistants, improving their technical skills and knowledge by 30%, which contributed to a 20% reduction in support tickets and faster issue resolution for students and faculty.

Assistant Computer Lab Technician at , KS

Sep 2022 - Mar 2023

- Successfully managed and maintained over 100 computer systems, ensuring 99% uptime throughout the year, resulting in efficient operations and minimal downtime for users in the lab.
- Streamlined the software installation process, reducing the time spent on updates and installations by 30%, allowing for quicker system deployment and increased productivity for lab users.
- Developed and implemented a comprehensive computer lab user guide, leading to a 50% reduction in common user errors and a significant improvement in overall user satisfaction.

Certificates

CompTIA A+ Certification

Mar 2022

Apple Certified Mac Technician (ACMT)

Sep 2020

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Education

Associate of Applied Science in Computer Information Systems at Johnson County Community College, Overland Park, KS

Sep 2018 - May 2022

Relevant Coursework: Programming Fundamentals, Database Management, Network Administration, Cybersecurity, Web Development, System Analysis, and Project Management.

Links

linkedin.com/in/christianelassek

Skills

Troubleshooting

Networking

Hardware Repair

Software Installation

Cybersecurity

System Administration

Data Recovery

Languages

English

Urdu