

# ISAIAH BARNES

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## WORK EXPERIENCE

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### IT Helpdesk Level II

#### PowerShades



May 2024 - current



Joplin, MO

- Delivered first-level technical support to over 200 end-users through phone, email, and remote tools, resolving hardware, software, and network issues.
- Identified and resolved over 100+ issues in Windows/macOS systems, Microsoft Office 365, and VPN connectivity, enhancing user experience and productivity for a diverse team of 200+ employees.
- Streamlined system performance by efficiently installing, configuring, and updating software and hardware for desktops, laptops, and peripherals, resulting in enhanced user productivity.
- Executed routine system maintenance for 50+ systems, enhancing security and performance through timely patching, virus removal, and software updates.
- Streamlined support interactions by meticulously documenting processes in ticketing systems like ServiceNow, Zendesk, and Jira, leading to improved response times and enhanced customer satisfaction.
- Implemented effective IT security protocols that enhanced system protection while empowering users to seamlessly navigate and set up multi-factor authentication (MFA) for improved account security.

### GEEK SQUAD CIA SENIOR

#### Best Buy



Mar 2020 - May 2024



Joplin, MO

- Assembled, maintained, and repaired a variety of system hardware, enhancing performance and reducing downtime by 20% through proactive troubleshooting.
- Repaired an average of 20 Apple devices weekly, enhancing user satisfaction by resolving issues efficiently on iPhones, iPads, and Apple Watches.
- Delivered expert troubleshooting and repair services to over 100 customers monthly across Windows and Mac OS environments, resolving issues and enhancing user satisfaction.
- Executed regular system upgrades, enhancing operability and achieving a 20% increase in overall efficiency across 10 critical platforms.
- Managed over 50 customer calls daily, resolving inquiries and enhancing customer satisfaction through exceptional service delivery.

## CAREER OBJECTIVE

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Dedicated Consultant with 8+ years of experience in client oversight, issue resolution, and dynamic presentation. Demonstrates strong analytical thinking, problem-solving, and technical support skills, particularly in Apple IOS/Windows OS environments. Highly motivated with a proven track record of managing multiple tasks efficiently and maintaining high customer satisfaction.

## EDUCATION

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Bachelor of Science

Cybersecurity

[Western Governors University](#)



- current

Try Hack Me

CyberSecurity Training

[Tryhackme.com](#)



2023 - current



<https://tryhackme.com/p/dhinjed>

High School Diploma

[Seneca High School](#)

## SKILLS

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- MS Office
- Problem-Solving
- Client Engagement

- Led a team of agents in the precinct, streamlining workflow processes to achieve timely and efficient task completion, enhancing overall operational effectiveness.
- Nurtured strong client relationships, resulting in a 20% increase in repeat visits and ensuring clients felt valued and excited to return.
- Delivered tailored consultation and training to over 50 clients on Windows and MacOS, boosting their operational efficiency and user satisfaction.
- Trained and managed a team of 10 new hires, streamlining their onboarding process and enhancing team performance through effective mentoring and support.
- Optimized hardware repair processes, reducing turnaround time by 30% for Apple devices and improving customer satisfaction.

## CUSTOMER EXPERIENCE SPECIALIST

### AT&T

 Apr 2019 - Feb 2020  Joplin, MO

- Leveraged in-depth product knowledge to recommend tailored items, boosting sales by 20% and enhancing customer satisfaction.
- Resolved customer complaints with courtesy and efficiency, leveraging tailored problem-solving techniques that improved satisfaction ratings by 20% and reduced escalated issues..
- Documented over 2000 customer interactions in the internal database, ensuring a comprehensive service history that empowered the team to enhance customer satisfaction and response times.

## DIETARY AIDE

### Spring River Christian Village

 Feb 2016 - Mar 2019  Joplin, MO

- Coordinated meal service for 100+ residents weekly, adhering to dietary guidelines and enhancing satisfaction.
- Washed over 200 plates and utensils in a commercial dishwasher, ensuring a clean and hygienic kitchen environment.

- Analytical Thinking
- Equipment Troubleshooting
- Staff Management
- Client Rapport
- Quality Assurance
- Project Leadership
- Integrity and Honesty
- Hardware and Software.
- Repair Installation
- Apple IOS Customer Satisfaction
- Replacement and Repair Work
- Problem Diagnostics
- Software Reinstallation
- Functionality Testing
- Computer System Maintenance
- MacOS
- Microsoft Windows
- Technical Support
- Resource Evaluation
- Time Management
- Conflict Resolution
- Customer Retention
- Data Analysis
- Process Improvement
- Hardware Support
- Ticketing Systems (e.g., ServiceNow, Jira)
- Networking Basics (TCP/IP, DNS, DHCP)
- Virus/Malware Removal
- Help Desk Software (e.g., Zendesk)
- Windows OS Troubleshooting