

**Duncan Tallon**  
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**OBJECTIVE:**

I am a knowledgeable computer technician seeking a position where I can utilize my unique troubleshooting skills and expertise. I have extensive experience in repairing, managing, and providing customer support for Windows systems as well as some experience with macOS and Linux. In addition, I am excellent at offering guidance on product use, prevention of future problems, and prolonging of product longevity. My degree is on hold for now, but I have a CompTIA A+ certification.

**EXPERIENCE:**

**Field Technician (Unisys/Dell – Baltimore and surrounding areas, MD) – December 2018 to present**

- Repair desktops, laptops, tablets, and all-in-ones.
- Remove malfunctioning hardware and install new parts.
- Run hardware diagnostics to verify repair success.
- Document all repair and driving time.
- Maintain excellent relationships with customers.
- Ensure repairs are executed with maximum quality.

**Freelance Repair Technician (Self-employed) - 2012 to present**

- Repair desktops, laptops, tablets, and smartphones.
- Remove malfunctioning hardware and install new parts.
- Confirm system software and data integrity.
- Ensure client privacy was not violated during all repairs.
- Diagnose software issues, installed updates or new software, and removed malicious programs.
- Consult with clients regarding technological needs as well as technical problems.
- Provide individualized instruction and advice to clients on how to avoid future problems and how to use new features.
- Disassemble systems on-site to diagnose issues and make selected repairs.
- Maintain extensive knowledge of hardware, software, trends, and new releases.
- Demonstrate exceptional attention to detail.
- Provide excellent customer service.
- Remote in to client's systems when necessary.
- Provide support over the phone.

**Repair Technician (Sycamore International - Jennersville, PA) - June 2017 to October 2017**

- Disassembled systems, remove malfunctioning hardware, and install new parts. This includes MacBooks, iMacs, and mostly iPads.
- Confirmed system software and data integrity.
- Followed company protocols to ensure customer privacy was not violated during all repairs.
- Kept detailed records regarding each repair.

**Tech Department Intern (Octorara Area High School - Atglen, PA) - November 2015 to January 2017**

- Accepted desktop, laptop, tablet and miscellaneous other systems for repairs.
- Kept inventory of tablets given to students.
- Processed help desk requests, resolving software and hardware issues.
- Confirmed system software and data integrity.
- Followed company protocols to ensure client privacy was not violated during all repairs.
- Diagnosed software issues, installed updates or new software, and removed malware and viruses.
- Consulted with clients regarding technological needs as well as technical problems.
- Instructed clients on how to avoid future problems and how to use new features.
- Disassembled systems on-site to diagnose issues and make selected repairs.
- Took systems off-site as needed for major repairs/rebuilds.
- Maintained extensive knowledge of hardware, software, trends, and new releases.
- Set up and configured new systems.
- Provided end-user service and support on new features, virus protection, printer setup, and other general inquiries.
- Demonstrated exceptional attention to detail.
- Provided excellent customer service.

**EDUCATION:**

**Delaware County Community College** - Associate in Computer Science (in progress)

**Octorara Area High School** - High school (2017)

**SKILLS:**

- Computer Hardware (9 years)
- Computer Repair (7 years)
- CAD (4 years)
- Graphic Design (3 years)
- Video Editing (3 years)
- Technical Support (9 years)
- Electronics (9 years)
- Remote Support (7 years)
- Virus Removal (9 years)
- Audio Editing (3 years)
- Microsoft Office (12 years)
- Data Entry (4 years)
- Customer Service (7 years)
- Windows 10/7/XP Support (9 years)

**CERTIFICATIONS:**

- CompTIA IT Fundamentals - April 2017 to Present
- CompTIA A+ - June 2017 to June 2020