

EMMA JOHNSON

Associate Technician

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PROFESSIONAL SUMMARY

Resourceful Associate Technician with two years of experience in troubleshooting and maintaining hardware and software systems. Proven ability to execute installations and repairs effectively while ensuring compliance with safety and quality standards. Driven to enhance operational efficiency and support team objectives through innovative solutions and collaboration.

WORK EXPERIENCE

Associate Technician Mar / 2024-Ongoing
Maple Leaf Consulting Toronto, ON

- 1. Managed inventory and maintained customer relationships to ensure satisfaction.
- 2. Utilized technical and customer service skills to resolve issues effectively.
- 3. Performed diagnostics, installations, and repairs on assigned equipment.
- 4. Configured IP addresses, downloaded drivers, and trained customers on device operations.
- 5. Demonstrated digital competencies relevant to product specifications.
- 6. Collaborated with sales teams to identify upgrade opportunities.
- 7. Maintained accurate records of administrative tasks and service requests.

Associate Technician Mar / 2023-Mar / 2024
Summit Peak Industries Denver, CO

- 1. Administered network setups and executed general PC repairs efficiently.
- 2. Installed and tested operating systems in remote units, ensuring functionality.
- 3. Reduced standard testing time by 50% through process optimization.
- 4. Constructed PC boards and units according to blueprints and schematics.
- 5. Conducted crash testing to meet safety and durability standards.

EDUCATION

Associate of Applied Science in Computer Technology Mar / 2022 Mar / 2023
Tech State University Toronto, ON

Focused on computer hardware and software systems, providing foundational knowledge and practical skills.

SKILLS

Presentation Software
Email Communication Software
Database Management Skills
Office Productivity Suite
Document Editing Skills

INTERESTS

Home Brewing Wildlife Conservation
Running Public Speaking

STRENGTHS

Willingness Wisdom
Zeal Ingenuity

LANGUAGES

English German Russian

ACHIEVEMENTS

- Successfully reduced equipment downtime by 30% through efficient troubleshooting and maintenance.
- Achieved a 95% customer satisfaction rating by providing exceptional technical support.