



AVA DAVIS

Computer Analyst

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☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

PROFESSIONAL SUMMARY

Accomplished Computer Analyst with over 7 years of experience in systems analysis, troubleshooting, and optimizing IT infrastructures. Expertise in enhancing operational efficiency and delivering data-driven solutions. Proven ability to collaborate with cross-functional teams and communicate technical concepts to diverse stakeholders, driving continuous improvement and innovation in technology solutions.

WORK EXPERIENCE

Computer Analyst

📅 Mar / 2020-Ongoing

WidgetWorks Inc.

📍 Denver, CO

1. Provided comprehensive network infrastructure support for a statewide network, serving 30,000 users across various state agencies.
2. Acted as the primary support contact for a 24/7 call center, handling 40 to 60 troubleshooting calls daily, from simple inquiries to complex IT issues.
3. Collaborated with WAN teams and external vendors to address escalated technical issues and ensure timely solutions.
4. Maintained a one-hour response time for trouble tickets, consistently exceeding performance expectations.
5. Promoted a culture of excellent customer service, reinforcing effective communication with internal and external clients.
6. Assisted in expanding the statewide network for web-based applications, enhancing service delivery for government agencies.
7. Processed telecommunication requests, ensuring timely completion and effective vendor management.

Helpdesk Technician

📅 Mar / 2018-Mar / 2020

Cactus Creek Solutions

📍 Phoenix, AZ

1. Delivered technical support for a multi-site financial services firm with 600 employees, enhancing user experience across locations.
2. Managed the upgrade of office computer systems, overseeing the installation of 40 new PCs with secure configurations.
3. Handled 20 to 25 technical support calls daily, resolving issues from password resets to hardware malfunctions.
4. Streamlined installation processes through efficient setup and imaging, reducing setup time by 60%.
5. Conducted repairs on desktops and laptops, ensuring minimal downtime and effective maintenance.
6. Provided remote help desk support for offices across Florida, Canada, and Las Vegas, ensuring consistent service quality.

SKILLS

Network Administration

Database Administration

Software Development

Technical Writing

Statistical Analysis

Machine Learning

INTERESTS

🎧 Podcasts

🌐 Language Learning

🎵 Dancing

🚴 Cycling

STRENGTHS

🔧 Intuition

👥 Leadership

🎧 Listening

👤 Mentorship

LANGUAGES



English



French



Japanese

ACHIEVEMENTS

- 🌟 Streamlined network support operations, reducing incident resolution time by 30%.
- 🌟 Implemented a new ticketing system that improved tracking and accountability, enhancing service delivery.