EMMA JOHNSON

Computer Maintenance Technician





PROFESSIONAL SUMMARY

Dedicated Computer Maintenance Technician with 2 years of hands-on experience in troubleshooting and repairing hardware and software issues. Skilled in maintaining computer systems, optimizing performance, and ensuring minimal downtime. Eager to leverage technical expertise and problem-solving abilities to contribute to a dynamic team focused on innovative solutions.

WORK EXPERIENCE

Computer Maintenance Technician

Apr / 2024-Ongoing

Seaside Innovations

📮 Santa Monica, CA

- 1. Managed a 7-person maintenance crew for the SAGE air defense computer system, ensuring operational readiness and efficiency.
- 2. Conducted repairs on reciprocating radial and jet engines, enhancing system reliability.
- 3. Facilitated training sessions on maintenance best practices, improving team skills.
- 4. Obtained certifications in CPR and First Aid, promoting a safe work environment.
- 5. Coordinated with manufacturers for technical support on computers and peripherals.
- 6. Transported and installed equipment at user sites, ensuring seamless setup.
- 7. Maintained detailed logs of maintenance activities and repairs performed.

Computer Maintenance Technician

m Apr / 2023-Apr / 2024

Crescent Moon Design

Portland, OR

- 1. Assisted in computer maintenance operations, downloading and installing updates to enhance system security.
- 2. Provided onsite networking support, ensuring all devices remained connected and functional.
- 3. Troubleshot and repaired computers, achieving high customer satisfaction ratings.
- 4. Serviced mainframe components and associated equipment, ensuring optimal performance.
- 5. Utilized diagnostic tools such as voltmeters and oscilloscopes for effective troubleshooting.
- 6. Isolated and repaired component issues, demonstrating strong analytical skills.

EDUCATION

Associate of Applied Science in Computer Technology

m Apr / 2022-Apr / 2023

Tech University

Denver, CO

Focused on computer maintenance, hardware repair, and software troubleshooting.

SKILLS

Technical Proficiency In Hardware Repair



Networking And Connectivity Troubleshooting Operating System Installation And Configuration

Preventive Maintenance And System Optimization

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ACHIEVEMENTS

Streamlined maintenance processes, reducing downtime by 20%.

Successfully resolved 95% of technical issues on first contact.

Led a project to upgrade 50+ workstations, enhancing system performance.