MASON WILSON

Senior Computer Support Technician

✉ support@qwikresume.com   ☎ (123) 456 7899   📍 Los Angeles   🌐 www.qwikresume.com

PROFESSIONAL SUMMARY

IT specialist with 7 years of comprehensive experience in computer support, adept at diagnosing and resolving complex hardware and software issues. Proven ability to enhance user satisfaction through exceptional service and efficient technical solutions. Passionate about leveraging technology to improve operational efficiency and support organizational goals.

WORK EXPERIENCE

Senior Computer Support Technician
📅 Mar / 2020-Ongoing

WidgetWorks Inc.
📍 Denver, CO

1. Delivered high-quality hardware and software support across various channels, including in-person, phone, and remote assistance.
2. Configured and upgraded Client-Server hardware, ensuring optimal performance.
3. Designed and implemented effective support solutions for hardware and software issues.
4. Provided warranty support for HP and Apple systems, ensuring compliance with manufacturer standards.
5. Ensured compatibility and operability of multiple operating systems, including Windows, Apple, and Linux.
6. Trained end-users on software applications and best practices for IT security.
7. Supported diverse networking environments, enhancing connectivity and productivity for clients.

Computer Support Technician
📅 Mar / 2018-Mar / 2020

Cactus Creek Solutions
📍 Phoenix, AZ

1. Executed the installation and repair of various electronic equipment, ensuring compliance with technical specifications.
2. Reviewed blueprints and technical manuals to determine effective installation procedures.
3. Oversaw equipment installation, ensuring adherence to manufacturer guidelines.
4. Operated systems to demonstrate equipment functionality and troubleshoot malfunctions.

EDUCATION

Associate of Applied Science in Information Technology
📅 Mar / 2016   Mar / 2018

Tech Institute of America
📍 Portland, OR

Focused on computer support, networking, and system administration.

SKILLS

Problem Solving

Windows 11

Windows Server 2016

Windows Server 2019

Windows Server 2022

INTERESTS

🖌 Art   🤝 Volunteering
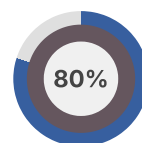
🌲 Hiking   ◎ Yoga

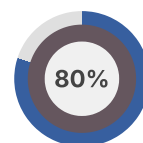## STRENGTHS

🔍 Criticality   ☰ Detail-oriented
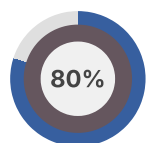
🤝 Diplomacy   ☺ Enthusiasm

LANGUAGES

80% English   80% Dutch   80% Japanese

ACHIEVEMENTS

⭐ Implemented a ticketing system that improved response time by 30%.

⭐ Reduced hardware failure rates by 20% through proactive maintenance.