

BENJAMIN LEE

Computer Tech

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PROFESSIONAL SUMMARY

Proficient Computer Technician with 5 years of hands-on experience in diagnosing and resolving hardware and software issues. Skilled in network setup, user support, and system upgrades, ensuring optimal performance and user satisfaction. Committed to leveraging technical expertise to deliver effective solutions and enhance operational efficiency.

WORK EXPERIENCE

Computer Tech

Seaside Innovations

📅 Apr / 2021-Ongoing

📍 Santa Monica, CA

1. Assess users' technical needs and deliver tailored solutions, optimizing hardware and software setups.
2. Install and configure LAN and WAN networks, ensuring seamless communication between devices.
3. Manage network configurations to maintain effective connectivity among all computers.
4. Conduct tests on peripherals, hardware, and software to ensure functionality and reliability.
5. Perform regular upgrades of software, patches, and operating systems to maintain security.
6. Install and configure monitors, keyboards, and printers, ensuring compatibility and performance.
7. Document troubleshooting processes and solutions to enhance team knowledge and efficiency.

Computer Tech

Crescent Moon Design

📅 Apr / 2020-Apr / 2021

📍 Portland, OR

1. Progressed from cashier to Computer Technician in a fast-paced retail environment.
2. Diagnose and resolve hardware and software issues for customers, ensuring timely service.
3. Assist customers with technical inquiries, providing clear and effective solutions.
4. Collaborate with team members to maintain a high standard of customer service.
5. Utilize technical skills to operate on computers and conduct repairs efficiently.
6. Trained over 100 staff members on software applications, increasing overall team efficiency by 20%.
7. Developed and maintained documentation for IT processes, improving onboarding time for new technicians by 25%.

EDUCATION

Associate of Applied Science in Computer Technology

Tech Valley Community College

📅 Apr / 2019-Apr / 2020

📍 Phoenix, AZ

Focused on computer systems, networking, and technical support, providing a solid foundation for a career in technology.

SKILLS

Technical Support

Virtualization Technologies

Technical Documentation

Inventory Management

ACHIEVEMENTS

- ★ Resolved 95% of user-reported issues on the first contact, enhancing customer satisfaction.
- ★ Successfully upgraded over 200 systems to the latest operating systems, improving performance by 30%.
- ★ Collaborated with cross-functional teams to design and implement a new IT support ticketing system.