



HENRY WALKER

Help Desk Assistant

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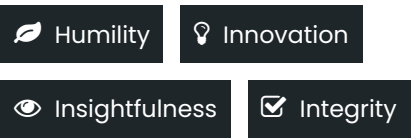
SKILLS



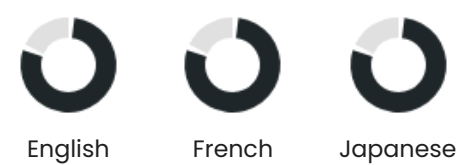
INTERESTS

- DIY Projects Crafting
- Meditation History

STRENGTHS



LANGUAGES



ACHIEVEMENTS

- Resolved over 95% of help desk tickets on first contact, enhancing customer satisfaction.
- Implemented a new ticketing system that improved response time by 30%.

PROFESSIONAL SUMMARY

Dynamic Help Desk Assistant with 5 years of experience in technical support and customer service. Proficient in troubleshooting hardware and software issues, guiding users through problem resolution, and ensuring customer satisfaction. Committed to enhancing user experiences and improving operational workflows through effective communication and problem-solving skills.

WORK EXPERIENCE

- Help Desk Assistant** Apr / 2022-Ongoing
Quantum Solutions LLC Phoenix, AZ
1. Provided exceptional technical support to users, resolving hardware and software issues promptly.
 2. Documented troubleshooting steps and solutions to improve knowledge base accuracy.
 3. Communicated effectively with users to understand their needs and provide tailored solutions.
 4. Participated in team meetings to discuss ongoing issues and improve service delivery.
 5. Monitored and prioritized incoming support tickets, ensuring timely resolution.
 6. Assisted in the onboarding of new employees by providing technical training.
 7. Maintained a positive attitude while managing multiple tasks in a fast-paced environment.

- Desk Assistant** Apr / 2020-Apr / 2022
Lakeside Apparel Co Chicago, IL
1. Greeted customers and assisted them with inquiries regarding services and products.
 2. Maintained an organized workspace to ensure efficient operations.
 3. Supported administrative tasks, including data entry and scheduling.
 4. Provided help during technology-related classes, ensuring smooth operations.
 5. Achieved certification in CPR to enhance workplace safety.
 6. Utilized strong customer service skills to address client needs effectively.

EDUCATION

- Associate of Science in Information Technology** Apr / 2018 - Apr / 2020
Tech University Toronto, ON
- Focused on technical support, network systems, and software applications.