

MIA TAYLOR

Desktop Support Engineer I

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

PROFESSIONAL SUMMARY

An energetic, self-starting Desktop Support Engineer working with excellent analytical, organizational, and creative skills. Highly motivated and versatile, employment experience and education show proven ability for analyzing problems, developing and simplifying procedures, and finding innovative solutions.

WORK EXPERIENCE

Desktop Support Engineer I

Maple Leaf Consulting

📅 May / 2020-Ongoing

📍 Toronto, ON

1. Monitored Windows Server production environments utilizing SCOM to troubleshoot any critical issues for external and internal users.
2. Supported users with Windows 7 and 8/Mac OSX/Mobile Devices (iPhone/BlackBerry/Android/iPad).
3. Served as a technical liaison between IT and upper management in implementing procedural changes, software/hardware standards and standard operating procedures.
4. Created and managed users accounts using Active Directory.
5. Exceeded client expectations by using EAGLE product, technical and client expertise to effectively provide application support.
6. Provided on-call support for after hours support and also coordinated off-shore team located in India to handle any routine non business impacting incidents during overnight hours to ensure 24/7 availability.
7. Assisted IT Management in building knowledge of the ServiceNow ticketing system managing incidents and service requests through task submission, prioritization, and completion.

Desktop Support Engineer

Crescent Moon Design

📅 May / 2018-May / 2020

📍 Portland, OR

1. Provide all areas of computer related support including installation, maintenance and troubleshooting of personal computers, peripherals and applications software.
2. Manage local area network projects and provide training on basic computer usage and applications software to internal staff.
3. Oversee, maintain and troubleshoot local area networks.
4. Create and maintain users, security rights and printer configurations.
5. Troubleshoot technical problems, notify the appropriate technology staff of software failures and provide computer diagnostics.

EDUCATION

Bachelor of Science in Information Technology

Tech University

📅 May / 2016-May / 2018

📍 Phoenix, AZ

Focused on IT infrastructure, systems management, and technical support.

SKILLS

Vmware

Windows Server

TCP/IP

Hyper-V

ACHIEVEMENTS

- ★ Reduced average ticket resolution time by 25% through effective troubleshooting.
- ★ Implemented a new ticketing process that improved incident tracking and reporting.