



MASON WILSON

Desktop Support Supervisor

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www.qwikresume.com

PROFESSIONAL SUMMARY

Proficient Desktop Support Supervisor with 2 years of hands-on experience in managing technical support teams. Adept at resolving complex issues, enhancing user satisfaction, and implementing best practices in service delivery. Focused on team development and operational excellence, ensuring high-quality support for diverse users.

WORK EXPERIENCE

Desktop Support Supervisor Mar / 2024-Ongoing
Blue Sky Innovations Chicago, IL

- 1. Supervised a team of 5 technical support specialists, ensuring effective ticket management and resolution.
- 2. Improved customer satisfaction scores by 25% through enhanced support processes.
- 3. Developed and implemented best practices for desktop and network support.
- 4. Diagnosed hardware and software issues, providing timely solutions.
- 5. Created and maintained user accounts for multiple systems.
- 6. Resolved configuration issues, enhancing system performance.
- 7. Oversaw daily operations, ensuring efficient troubleshooting and support services.

Desktop Support Supervisor Mar / 2023-Mar / 2024
Lakeside Apparel Co Chicago, IL

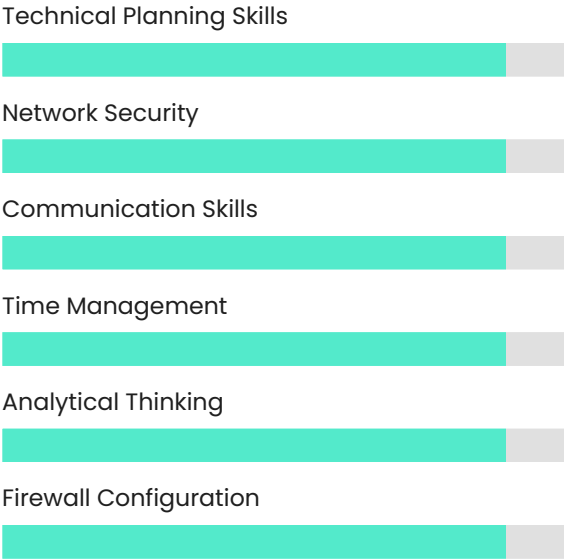
- 1. Managed daily activities of team members, ensuring adherence to service level agreements.
- 2. Participated in departmental meetings to refine support procedures.
- 3. Provided training and mentoring to team members on technical and procedural topics.
- 4. Delivered second-level support for desktop computing issues to local and remote users.
- 5. Assisted in the installation and configuration of hardware and software solutions.
- 6. Established connections with user groups to stay updated on technological advancements.

EDUCATION

Bachelor of Science in Information Technology Mar / 2022 - Mar / 2023
University of Phoenix Chicago, IL

Focused on IT support, system administration, and network management.

SKILLS



INTERESTS

- Podcasts
- Language Learning
- Dancing
- Cycling

STRENGTHS

- Intuition
- Leadership
- Listening
- Mentorship

LANGUAGES



ACHIEVEMENTS

- Achieved a 20% reduction in ticket resolution time through process optimization.
- Implemented a training program that improved staff performance and user satisfaction by 30%.