



AVA DAVIS

Desktop Support Supervisor

✉ support@qwikresume.com
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📍 Los Angeles
🌐 www.qwikresume.com

PROFESSIONAL SUMMARY

Versatile Desktop Support Supervisor with 2 years of experience in leading technical support initiatives. Proficient at managing service requests, enhancing user satisfaction, and implementing effective support processes. Committed to optimizing team performance and fostering a collaborative environment to drive continuous improvement in IT service delivery.

WORK EXPERIENCE

Desktop Support Supervisor

📅 Mar / 2024-Ongoing

Seaside Innovations

📍 Santa Monica, CA

1. Managed local IT teams and ticket queues, ensuring adherence to SLA requirements.
2. Oversaw project management, process documentation, and inventory control.
3. Implemented an open-source network imaging solution, enhancing workstation setup efficiency.
4. Coordinated equipment requests and maintained accurate local inventory tracking.
5. Communicated changes to staff, ensuring user readiness for new processes.
6. Developed solutions for business needs, including video conferencing setup.
7. Provided on-call support for critical issues and outages, ensuring minimal downtime.

Desktop Support Supervisor

📅 Mar / 2023-Mar / 2024

Crescent Moon Design

📍 Portland, OR

1. Troubleshoot hardware and software issues, ensuring optimal workstation performance.
2. Cleared port security to maintain network connectivity for all stations.
3. Supervised and scheduled 8 project support technicians, ensuring efficient task delegation.
4. Mentored team members, enhancing their skills and service delivery capabilities.
5. Participated in departmental meetings to streamline support processes.
6. Provided training on departmental procedures, boosting team efficiency.

EDUCATION

Associate of Applied Science in Information Technology

📅 Mar / 2022 - Mar / 2023

Springfield Technical Community College

📍 Toronto, ON

Focused on IT support and networking fundamentals.

SKILLS

Vpn Setup

Patch Management

User Account Management

Technical Training

Inventory Management

System Integration

INTERESTS

- 🤿 Scuba Diving 🎮 E-sports
📖 Reading Fiction 🧩 Puzzle Solving

STRENGTHS

- 📋 Stewardship 👥 Teamwork
🔑 Tenacity 🔭 Vision

LANGUAGES



ACHIEVEMENTS

- ★ Reduced ticket resolution time by 20% through process optimization.
★ Successfully trained and mentored 10 new support staff, enhancing team efficiency.