



SOPHIA BROWN

Desktop Support Tech

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

SKILLS

Help Desk Support



On-site Support



Training End Users



Documentation Skills



Email Configuration



Change Management



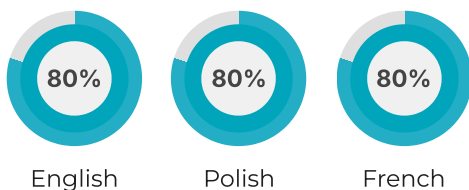
INTERESTS

- ★ Surfing
- ✈ Travel
- Meditation
- 🎮 Gaming

STRENGTHS

- 👍 Willingness
- 🗨 Diplomacy
- 🔪 Intuition
- 🌿 Sensitivity

LANGUAGES



ACHIEVEMENTS

- ★ Resolved 95% of Tier II support tickets within SLA, enhancing user satisfaction.
- ★ Successfully configured and deployed over 500 workstations, improving operational efficiency.

PROFESSIONAL SUMMARY

Proficient Desktop Support Technician with 7 years of experience in diagnosing and resolving both hardware and software issues. Skilled in enhancing user productivity and satisfaction through effective remote and on-site support. Committed to leveraging technical expertise to streamline IT operations and improve service delivery within a dynamic team environment.

WORK EXPERIENCE

Desktop Support Tech

Seaside Innovations

📅 Apr / 2021-Ongoing

📍 Santa Monica, CA

1. Provided Tier II support for 600 end users and executives, managing help desk tickets efficiently.
2. Set up, configured, and installed workstations, ensuring a seamless user experience.
3. Installed and configured CICS Arrow Mainframe applications to meet organizational needs.
4. Utilized bootable media for imaging workstations, streamlining deployment processes.
5. Installed local software as per user requests, enhancing productivity.
6. Conducted hardware inventory and maintained the ISM tracking system for accuracy.
7. Delivered remote support to users working from home, ensuring continuous operation.

Desktop Support Tech

Summit Peak Industries

📅 Apr / 2018-Apr / 2021

📍 Denver, CO

1. Managed Tier II technical support for 800 end-users, troubleshooting connectivity issues effectively.
2. Assisted clients with Microsoft Office applications, enhancing user competence.
3. Collaborated with major clients like United Health Group and Coca-Cola for on-site support.
4. Troubleshot Windows 7 and Windows XP PCs using LanDesk and SpiceWorks ticketing systems.
5. Provided hands-on support for desktop users in corporate and banking environments.
6. Served as Tier II support in an enterprise setting with over 1,500 users, improving service quality.

EDUCATION

Associate of Applied Science in Information Technology

Tech Institute of Technology

📅 Apr / 2015 - Apr / 2018

📍 Chicago, IL

Focused on computer systems and networking fundamentals, providing a strong foundation for technical support roles.