

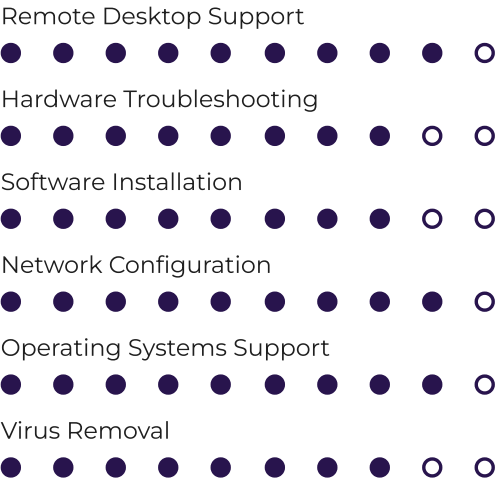


# ETHAN MARTINEZ

Senior Desktop Technician

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📍 Los Angeles  
🌐 www.qwikresume.com

## SKILLS



## INTERESTS

🔧 DIY Projects    ✂ Crafting  
🌀 Meditation    🏛 History

## STRENGTHS

🌿 Humility    💡 Innovation  
👁 Insightfulness    ✅ Integrity

## LANGUAGES



## ACHIEVEMENTS

- ★ Reduced average ticket resolution time by 30% through streamlined troubleshooting processes.
- ★ Successfully implemented a new ticketing system that improved tracking and reporting efficiency by 40%.

## PROFESSIONAL SUMMARY

Dedicated Senior Desktop Technician with 10 years of comprehensive experience in diagnosing, troubleshooting, and optimizing desktop environments. Proven track record of delivering exceptional technical support and enhancing user satisfaction through effective problem resolution. Committed to leveraging expertise in system performance to drive operational efficiency and support organizational goals.

## WORK EXPERIENCE

- Senior Desktop Technician** 📅 Apr / 2018-Ongoing  
Quantum Solutions LLC 📍 Phoenix, AZ
1. Provided first-level technical support to end-users via phone and email, resolving incidents efficiently.
  2. Collaborated with Tier II support teams to troubleshoot complex technical issues.
  3. Created and managed support tickets, ensuring comprehensive documentation of problems and resolutions.
  4. Maintained accurate troubleshooting documentation for each support request.
  5. Responded promptly to client and management inquiries, ensuring timely communication.
  6. Regularly updated ticket statuses to keep stakeholders informed.
  7. Adhered to established policies and procedures for effective client support.
  8. Contributed to the Help Desk Standard Operating Procedures and training materials for Tier I support.

- Desktop Technician** 📅 Apr / 2015-Apr / 2018  
Lakeside Apparel Co 📍 Chicago, IL
1. Served as a field technician supporting multiple schools across the Richardson, Dallas, Louisville, Garland, and Plano areas.
  2. Provided hands-on assistance with desktop, laptop, projectors, and network printer issues.
  3. Managed software installations, updates, and configurations to ensure optimal performance.
  4. Resolved hardware issues including screen replacements, hard drive upgrades, and motherboard repairs.
  5. Upgraded RAM and performed routine maintenance on devices.
  6. Utilized ticketing systems like Remedy for effective ticket management and documentation.

## EDUCATION

**Bachelor of Science in Information Technology** 📅 Apr / 2012    Apr / 2015  
University of Texas 📍 Chicago, IL  
Focused on systems administration, networking, and technical support.