



EVELYN WHITE

Junior Help Desk

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

SKILLS

Troubleshooting



8

Operating Systems Knowledge



7

Team Collaboration



10

Problem Solving



9

Conflict Resolution



9

Knowledge Base Management



9

INTERESTS

📖 Birdwatching 🏠 Traveling

📅 Sports Coaching 🏆 Knitting

STRENGTHS

🔗 Pragmatism 🍃 Sensitivity

💖 Sincerity 📌 Stability

LANGUAGES



English



Arabic



Russian

ACHIEVEMENTS

★ Achieved a 95% customer satisfaction rating through effective issue resolution.

★ Reduced average response time to user inquiries by 20% by streamlining support processes.

PROFESSIONAL SUMMARY

Driven Help Desk professional with 5 years of experience in delivering exceptional technical support and customer service. Proficient in diagnosing and resolving hardware and software issues while ensuring user satisfaction through effective communication. Eager to contribute to team success by enhancing support processes and providing timely solutions.

WORK EXPERIENCE

Junior Help Desk

📅 Jun / 2021-Ongoing

Quantum Solutions LLC

📍 Phoenix, AZ

1. Responded to help desk inquiries and provided timely resolutions to enhance customer satisfaction.
2. Assisted users in troubleshooting and resolving software and hardware issues efficiently.
3. Escalated complex technical problems to senior support staff as per established protocols.
4. Followed up with users to confirm resolution of issues within agreed timeframes.
5. Maintained detailed logs of user inquiries and resolutions in the problem management database.
6. Prioritized and classified user issues to ensure appropriate handling and resolution.
7. Analyzed support trends to recommend improvements and reduce call volume.

Help Desk

📅 Jun / 2020-Jun / 2021

Summit Peak Industries

📍 Denver, CO

1. Managed user accounts, ensuring compliance with security protocols and audit requirements.
2. Provided first-level troubleshooting support for both hardware and software issues.
3. Maintained inventory of hardware and software assets for effective resource management.
4. Ensured all support requests were documented and tracked for quality assurance.
5. Monitored system performance to identify and implement efficiency improvements.
6. Provided clerical support and maintained front desk operations for effective office functionality.

EDUCATION

Associate of Applied Science in Information Technology

📅 Jun / 2019 Jun / 2020

Tech Valley Community College

📍 Santa Monica, CA

Focused on technical support, networking, and system administration.