



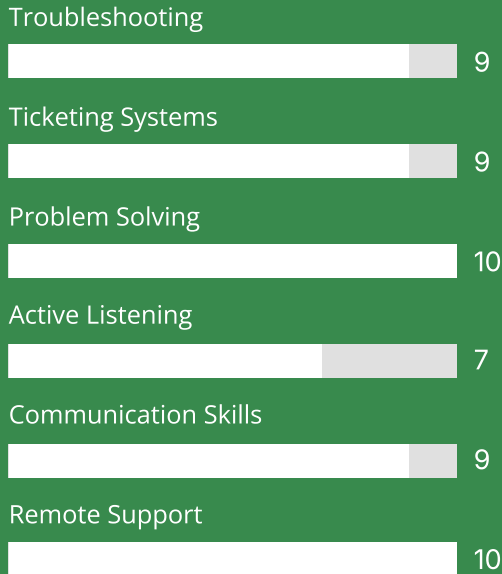
BENJAMIN LEE

Help Desk Agent

✉ support@qwikresume.com ☎ (123) 456 7899 📍 Los Angeles

🌐 www.qwikresume.com

SKILLS



INTERESTS

★ Surfing 🌐 Martial Arts

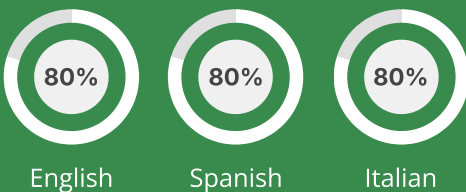
🛡️ Community Service 🧑‍🎤 Blogging

STRENGTHS

⌚ Patience 🏠 Perseverance

📅 Planning ⚙️ Positivity

LANGUAGES



ACHIEVEMENTS

- ★ Achieved a 95% customer satisfaction rate through effective issue resolution.
- ★ Reduced average ticket resolution time by 30% through process improvements.

PROFESSIONAL SUMMARY

With a decade of experience as a Help Desk Agent, I excel in providing outstanding technical support and customer service. My expertise lies in efficiently diagnosing issues and implementing effective solutions to enhance user satisfaction. I am dedicated to fostering strong client relationships and continuously optimizing support processes for operational excellence.

WORK EXPERIENCE

Help Desk Agent

📅 Apr / 2018-Ongoing

Pineapple Enterprises

📍 Santa Monica, CA

1. Designed and implemented robust network systems that improved connectivity and efficiency.
2. Resolved IT issues promptly, maximizing customer operational performance.
3. Installed Windows 7 and reimaged laptops for departmental use.
4. Ensured exceptional customer service while maintaining SLA compliance.
5. Provided training to users on resolving common IT issues effectively.
6. Managed IT ticket resolution, escalating complex issues as necessary.
7. Maintained and upgraded laptops and internal infrastructure equipment.

Help Desk Agent

📅 Apr / 2015-Apr / 2018

Cactus Creek Solutions

📍 Phoenix, AZ

1. Assisted users with website access issues, including sign-in and password recovery.
2. Provided basic troubleshooting support to resolve user inquiries.
3. Collaborated with the development team for advanced technical support needs.
4. Served a diverse international clientele 24/7 through phone and email support.
5. Utilized a ticketing system to streamline user assistance.
6. Prioritized customer satisfaction in all interactions.

EDUCATION

Associate of Applied Science in Information Technology

📅 Apr / 2012 - Apr / 2015

Tech University

📍 Portland, OR

Focused on technical support, networking, and systems administration.