HENRY WALKER

Help Desk Associate

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

🌐 www.qwikresume.com

SKILLS

Knowledge Base Management

Customer Support Services

Phone Support

Remote Technical Assistance

Chat Support

Attention To Detail

INTERESTS

★ Surfing 🌐 Martial Arts

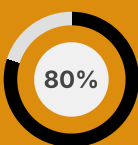🖐 Community Service 👥 Blogging

STRENGTHS

⏳ Patience   ⚠ Perseverance
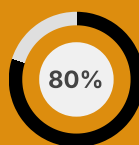
📅 Planning   ⚙ Positivity

LANGUAGES

80% English   **80%** Mandarin   **80%** German

ACHIEVEMENTS

★ Streamlined support processes, reducing average ticket resolution time by 20%.

★ Successfully configured over 100 new workstations, ensuring seamless integration with existing systems.

PROFESSIONAL SUMMARY

Resourceful Help Desk Associate with two years of experience in delivering high-quality technical support and troubleshooting solutions for end users. Proficient in resolving hardware and software issues while maintaining optimal user satisfaction. Keen to apply my skills in a collaborative environment to enhance service delivery and support business objectives.

WORK EXPERIENCE

Help Desk Associate

Seaside Innovations

📅 Apr / 2024-Ongoing

📍 Santa Monica, CA

1. Facilitated the deployment of new computers and printers at local institutions, ensuring smooth operations.
2. Installed equipment and verified network connectivity for seamless user access.
3. Managed the removal and recycling of outdated hardware, adhering to environmental standards.
4. Provided extensive desktop support, resolving issues efficiently and effectively.
5. Conducted inventory audits to safeguard data on non-networked PCs, preventing data loss.
6. Coordinated with project leads to schedule and conduct inventory scans based on departmental needs.
7. Delivered voice support for purchasing and circuit design, enhancing customer satisfaction.

Help Desk Associate

Lakeside Apparel Co

📅 Apr / 2023-Apr / 2024

📍 Chicago, IL

1. Provided first-line technical support via phone, email, and chat for various devices and applications.
2. Assisted users with issues related to Microsoft Office Suite and other software applications.
3. Managed user authentication for domain and mainframe access, ensuring secure logins.
4. Supported students and staff at Rider University with technical inquiries and troubleshooting.
5. Diagnosed and resolved hardware and software issues for PCs and printers.
6. Handled customer inquiries and provided timely responses to enhance user experience.

EDUCATION

Associate of Applied Science in Information Technology

Tech Institute of America

📅 Apr / 2022 - Apr / 2023

📍 Denver, CO

Focused on technical support and systems management.