HENRY WALKER

Help Desk Coordinator

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

🌐 www.qwikresume.com

PROFESSIONAL SUMMARY

Enthusiastic Help Desk Coordinator with 2 years of experience in delivering exceptional technical support to users. Proficient in troubleshooting software and hardware issues while ensuring user satisfaction. Eager to leverage strong communication and problem-solving skills to enhance IT service delivery and contribute to team success.

WORK EXPERIENCE

Help Desk Coordinator
Pineapple Enterprises

📅 Apr / 2024-Ongoing
📍 Santa Monica, CA

1. Managed daily operations of the help desk to ensure efficient service delivery.
2. Managed service requests for desktop workstations, laptops, and peripherals, ensuring timely resolution.
3. Installed and configured software applications on UNIX and NT systems.
4. Supported hardware and software requests, including configuration and application support.
5. Administered accounts for centralized and decentralized departmental applications across a multi-domain network.
6. Evaluated and prioritized incoming requests from users experiencing hardware, software, and network issues.
7. Logged and tracked calls using a problem management database, maintaining accurate records of issues and resolutions.

Help Desk Coordinator
Cactus Creek Solutions

📅 Apr / 2023-Apr / 2024
📍 Phoenix, AZ

1. Fielded incoming requests from users via phone and email, prioritizing and scheduling problem resolution effectively.
2. Assisted users with data entry and correction in front and back office systems, ensuring accuracy.
3. Provided support on benefit enrollment questions and managed inquiries related to HR processes.
4. Handled escalated issues from the service center, ensuring resolution and user satisfaction.
5. Collaborated with the Help Desk team to resolve issues reported by internal users and temporary professionals.
6. Participated in staffing projects, managing time collection and payroll information.
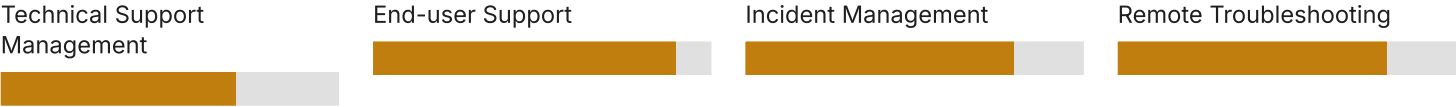
EDUCATION

Associate of Applied Science in Information Technology
Tech Valley Community College

📅 Apr / 2022-Apr / 2023
📍 Seattle, WA

Focused on computer support, networking, and system maintenance.

SKILLS

Technical Support Management	End-user Support	Incident Management	Remote Troubleshooting

ACHIEVEMENTS

⭐ Reduced ticket resolution time by 20% through effective prioritization and team collaboration.

⭐ Improved user satisfaction ratings by 15% by implementing a feedback system for service improvements.

⭐ Successfully managed over 100 service requests weekly, ensuring timely and effective resolutions.