JAMES CLARK

Help Desk Operator

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

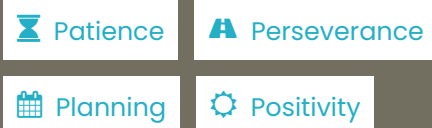🌐 www.qwikresume.com

SKILLS

Technical Project Coordination

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Advanced Troubleshooting

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It Disaster Recovery Planning

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Cybersecurity Awareness And Support

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Proficiency In Ms Office Suite

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Team Collaboration And Leadership

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INTERESTS

- ★ Surfing
- 🌐 Martial Arts
- ✊ Community Service
- 👥 Blogging

STRENGTHS

- ⧗ Patience
- 🅰 Perseverance
- 📅 Planning
- ⚙ Positivity

LANGUAGES

English   French   Japanese

ACHIEVEMENTS

- ★ Reduced average ticket resolution time by 30%, improving overall team efficiency.
- ★ Implemented a new ticketing system that increased user satisfaction ratings by 25%.

PROFESSIONAL SUMMARY

Seasoned Help Desk Operator with 10 years of comprehensive experience in troubleshooting and resolving complex technical issues. Demonstrates exceptional customer service skills while efficiently managing support requests across diverse platforms. Committed to enhancing user satisfaction through effective problem-solving and proactive communication.

WORK EXPERIENCE

Help Desk Operator
📅 Apr / 2019-Ongoing

Quantum Solutions LLC
📍 Phoenix, AZ

1. Documented procedures for start-up, shutdown, and first-level troubleshooting to assist help desk staff.
2. Installed software, modified hardware, and effectively resolved technical issues.
3. Utilized diagnostic tools to identify and solve technical problems efficiently.
4. Maintained knowledge base articles to improve self-service support options.
5. Configured workstations, PCs, phones, and laptops for hospital staff.
6. Provided on-site support for complex issues, conducting thorough diagnostics and resolutions.
7. Managed password resets and created service tickets for faculty and staff technical issues.

Help Desk Operator
📅 Apr / 2015-Apr / 2019

Silver Lake Enterprises
📍 Seattle, WA

1. Facilitated the prior authorization process for physicians and pharmacy staff, resolving claim processing issues.
2. Managed ticket documentation and support for incoming requests efficiently.
3. Responded promptly to all incoming help desk calls and emails, addressing user concerns.
4. Assisted users in troubleshooting computer and peripheral equipment effectively.
5. Escalated unresolved issues to higher-level support teams as necessary.
6. Guided customers through technical support for various applications and systems.

EDUCATION

Associate of Science in Information Technology
📅 Apr / 2012 – Apr / 2015

Tech University
📍 Seattle, WA

Studied core principles of IT support, network systems, and technical communication.