

CHARLOTTE HARRIS

IT Help Desk Support Specialist

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PROFESSIONAL SUMMARY

Proficient IT Help Desk Support Specialist with 5 years of experience in delivering exceptional technical support. Demonstrates strong skills in troubleshooting hardware and software issues, ensuring user satisfaction, and streamlining IT operations. Passionate about leveraging technology to enhance service delivery and improve client experiences.

WORK EXPERIENCE

IT Help Desk Support Specialist

WidgetWorks Inc.

📅 Apr / 2021-Ongoing

📍 Denver, CO

1. Respond to and resolve technical issues for clients via phone and email, ensuring timely support.
2. Troubleshoot, diagnose, and document technical service requests to improve resolution processes.
3. Assist users with hardware and software issues, including installation and configuration of applications.
4. Maintain detailed records of support interactions and solutions provided.
5. Manage network connectivity issues and perform Active Directory account modifications.
6. Provide remote support for VPN and wireless connectivity to enhance user access.
7. Monitor and address network and system alerts to maintain operational efficiency.

Help Desk Support Specialist

Silver Lake Enterprises

📅 Apr / 2020-Apr / 2021

📍 Seattle, WA

1. Troubleshot technical problems at various military installations, ensuring operational continuity.
2. Conducted hardware and software testing and installation to enhance system performance.
3. Identified and eliminated virus infestations, safeguarding user data and system integrity.
4. Delivered one-on-one training sessions for users on software applications and IT equipment.
5. Provided technical support for remote access systems, evaluating hardware and software for optimal use.
6. Configured and maintained network communication devices to support connectivity needs.

EDUCATION

Associate of Applied Science in Information Technology

Tech University

📅 Apr / 2019-Apr / 2020

📍 Santa Monica, CA

Focused on networking, troubleshooting, and system administration.

SKILLS

Expertise In Software
Troubleshooting

Network Security

Patch Management

Technical Support

ACHIEVEMENTS

- 🌟 Resolved over 95% of technical support tickets on the first call, enhancing user satisfaction.
- 🌟 Implemented a new ticketing system that improved response time by 30%.
- 🌟 Trained 50+ staff members on software applications, boosting productivity.