



HARPER LEWIS

Senior Help Desk Support Technician

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PROFESSIONAL SUMMARY

Accomplished Senior Help Desk Support Technician with 7 years of expertise in providing comprehensive technical support for diverse hardware and software systems. Adept at enhancing operational efficiency through effective troubleshooting and user engagement. Passionate about leveraging technology to drive solutions and ensure high levels of customer satisfaction.

WORK EXPERIENCE

Senior Help Desk Support Technician

Seaside Innovations

📅 Apr / 2020-Ongoing
📍 Santa Monica, CA

1. Provided first-level support for hardware and software issues via phone, email, and chat.
2. Documented customer issues and resolutions in the internal ticketing system to enhance the knowledge base.
3. Provided comprehensive end-to-end support for all customer systems, including peripherals.
4. Updated knowledge base articles regularly to reflect current best practices and solutions.
5. Communicated clearly with customers regarding expectations, status, and progress of assigned tasks.
6. Delivered Tier I and II support for customer-related issues, documenting resolutions for future reference.
7. Collaborated with Fuse System Engineers to maintain basic server environments for internal and customer infrastructures.

Help Desk Support Technician

Silver Lake Enterprises

📅 Apr / 2018-Apr / 2020
📍 Seattle, WA

1. Provided IT help desk support in a call center environment for Dexcom products and applications.
2. Utilized RFID asset technology for effective inventory management and security.
3. Conducted virus and malware removal on desktop platforms and mobile devices.
4. Researched and recommended emerging technologies for potential integration into service offerings.

EDUCATION

Bachelor of Science in Information Technology

Tech University

📅 Apr / 2016 - Apr / 2018
📍 Toronto, ON

Focused on networking, system administration, and technical support.

SKILLS

Database Management



Virtual Desktop Infrastructure



Operating System Support



Email System Administration



Printer Setup



INTERESTS

🎨 Art

🤝 Volunteering

🌲 Hiking

🧘 Yoga

STRENGTHS

🔍 Criticality

☰ Detail-oriented

🤝 Diplomacy

😊 Enthusiasm

LANGUAGES



English



French



Polish

ACHIEVEMENTS

- ★ Reduced average ticket resolution time by 30% through streamlined troubleshooting processes.
- ★ Implemented a knowledge base that increased first-call resolution rates by 25%.