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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

耳 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

Apr/2018-Apr/2020

**耳** Seattle, WA

# Silver Lake Enterprises

- 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

Apr / 2016

Apr/ 2018

**Tech University** 

**▼** 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

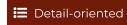
Volunteering

🌲 Hiking

🗘 Yoga

#### **STRENGTHS**

**Q** Criticality



Diplomacy



### **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%.