



CHARLOTTE HARRIS

Associate Help Desk Technician

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PROFESSIONAL SUMMARY

Motivated Associate Help Desk Technician with 2 years of experience in delivering exceptional IT support and customer service. Proficient in troubleshooting hardware/software issues and enhancing user satisfaction. Committed to improving processes and fostering a collaborative work environment to drive efficiency and productivity.

WORK EXPERIENCE

Associate Help Desk Technician

📅 Mar / 2024-Ongoing

Blue Sky Innovations

📍 Chicago, IL

1. Managed incoming calls and electronic communications regarding technical support requests.
2. Resolved clients' inquiries and issues related to hardware and software, escalating to senior technicians when necessary.
3. Maintained detailed documentation of all support interactions and resolutions in the ticketing system.
4. Ensured compliance with quality control standards for service delivery and performance metrics.
5. Assisted in onboarding new staff and providing training on support processes.
6. Collaborated with team members to improve service efficiency and client satisfaction.
7. Supported management in achieving departmental goals through effective teamwork.

Help Desk Technician Intern

📅 Mar / 2023-Mar / 2024

Lakeside Apparel Co

📍 Chicago, IL

1. Effectively communicated with internal teams and clients to ensure timely resolution of technical issues.
2. Participated in ongoing training programs to enhance technical knowledge and support skills.
3. Prioritized tasks to meet project deadlines while optimizing resource utilization.
4. Contributed to special projects focused on improving IT service delivery.

EDUCATION

Associate of Science in Computer Networking

📅 Mar / 2022 - Mar / 2023

Springfield Technical Community College

📍 Portland, OR

Focused on networking fundamentals, IT support, and troubleshooting techniques.

SKILLS

Technical Support Skills



Problem-solving Skills



Troubleshooting Skills



Communication Skills



Adaptability



INTERESTS

🎨 Art

🤝 Volunteering

🌲 Hiking

🧘 Yoga

STRENGTHS

🔍 Criticality

☰ Detail-oriented

🗨️ Diplomacy

😊 Enthusiasm

LANGUAGES



English



Arabic



Japanese

ACHIEVEMENTS

★ Successfully reduced average ticket response time by 20% through effective prioritization.

★ Implemented a new ticketing system that improved tracking efficiency by 30%.