

MASON WILSON

Help Desk Technician

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PROFESSIONAL SUMMARY

Experienced Help Desk Technician with 5 years of expertise in delivering high-quality technical support and resolving user issues. Proficient in troubleshooting hardware and software problems, enhancing system performance, and ensuring customer satisfaction. Committed to improving IT processes and collaborating effectively to drive organizational success.

WORK EXPERIENCE

Help Desk Technician Mar / 2022-Ongoing
Quantum Solutions LLC Phoenix, AZ

- Resolved hardware and software issues remotely, enhancing user productivity.
- Built and configured client computers, ensuring optimal performance before delivery.
- Conducted on-site repairs, providing timely technical support to clients.
- Identified and removed malware, ensuring system security and integrity.
- Monitored system alerts, triaging issues and creating tickets for resolution.
- Updated and maintained software on 20+ client computers to meet current standards.
- Documented help desk interactions, facilitating effective communication with users and vendors.

Online Help Desk Technician Mar / 2020-Mar / 2022
Summit Peak Industries Denver, CO

- Managed software installations and updates on end-user devices, ensuring compliance.
- Assisted departments with system conversions, enhancing operational efficiency.
- Escalated complex issues to senior technicians for advanced troubleshooting.
- Gained proficiency in supported software and hardware, improving service delivery.
- Maintained accurate inventory of IT assets, supporting resource allocation.

EDUCATION

Associate of Applied Science in Information Technology Mar / 2018 - Mar / 2020
Tech University Toronto, ON

Focused on technical support and network administration.

SKILLS

Unix Operating System
Linux Operating System
Windows Server 2016
Active Directory Management
Database Management

INTERESTS

Home Brewing Wildlife Conservation
Running Public Speaking

STRENGTHS

Willingness Wisdom
Zeal Ingenuity

LANGUAGES

English Japanese Spanish

ACHIEVEMENTS

- Reduced average ticket resolution time by 30% through efficient troubleshooting.
- Achieved a 95% customer satisfaction rating based on post-support surveys.