

JACKSON TURNER

Technology Support Analyst

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PROFESSIONAL SUMMARY

Enthusiastic Technology Support Analyst with 5 years of experience in IT troubleshooting, user support, and system optimization. Proven success in enhancing operational efficiency by implementing effective solutions and providing exceptional technical assistance. Committed to leveraging my expertise to drive user satisfaction and support organizational objectives in a dynamic tech environment.

WORK EXPERIENCE

Technology Support Analyst

Quantum Solutions LLC

📅 Apr / 2022-Ongoing

📍 Phoenix, AZ

1. Managed and maintained global satellite telecommunications systems, ensuring optimal performance and uptime.
2. Provided administrative support for automated systems that tracked personnel records and training within the organization.
3. Developed software applications as a system analyst, enhancing operational capabilities.
4. Oversaw inventory management for network supplies, optimizing resource allocation.
5. Troubleshoot network and server issues, managing high-value equipment effectively.
6. Established standard operating procedures for server and workstation maintenance, enhancing team efficiency.
7. Maintained classified media with strict adherence to security protocols, ensuring zero discrepancies.

Information Systems Technician

Crescent Moon Design

📅 Apr / 2020-Apr / 2022

📍 Portland, OR

1. Managed a team of 20 technical support specialists, optimizing IT infrastructure for over 400 computers and 2000 users.
2. Conducted bi-weekly training sessions to improve troubleshooting skills and user support processes.
3. Co-developed an IT ticketing process that increased efficiency and improved user satisfaction.
4. Enhanced ticket response times and overall team performance through effective management strategies.
5. Oversaw IT systems and network security, providing Tier 2 and Tier 3 support for complex issues.
6. Administered network and desktop environments, ensuring reliable service delivery across platforms.

EDUCATION

Bachelor of Science in Information Technology

Tech University

📅 Apr / 2018-Apr / 2020

📍 Santa Monica, CA

Focused on IT systems management, networking, and user support.

SKILLS

Hardware Troubleshooting
And Maintenance

Disaster Recovery Planning

It Compliance Knowledge

Endpoint Security

ACHIEVEMENTS

- 🌟 Reduced ticket resolution time by 30% through streamlined troubleshooting processes.
- 🌟 Implemented a new user training program, increasing user satisfaction scores by 25%.
- 🌟 Developed comprehensive documentation for IT procedures, enhancing team efficiency.