



ISABELLA CLARK

IT Assistant/Credit Assistant

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

SKILLS

Desktop Support



Microsoft Office



Programming



Web Design



Network Security



INTERESTS

📖 Birdwatching 🏠 Traveling

🏆 Sports Coaching 🧶 Knitting

STRENGTHS

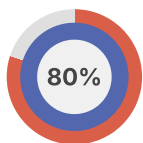
🔧 Pragmatism

🍃 Sensitivity

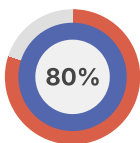
❤️ Sincerity

⚓ Stability

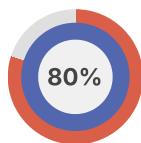
LANGUAGES



English



Japanese



Mandarin

ACHIEVEMENTS

★ Streamlined system processes, resulting in a 25% reduction in support ticket resolution time.

★ Implemented a new inventory management system that improved parts tracking accuracy by 40%.

PROFESSIONAL SUMMARY

IT Major with experience in computer processing and mobile OS platforms. Extensive sales training and experience make me an excellent candidate for working with and troubleshooting software and hardware problems. Business administration courses and experience working with people make me a qualified candidate for entry-level leadership positions.

WORK EXPERIENCE

IT Assistant/Credit Assistant

📅 May / 2020-Ongoing

Quantum Solutions LLC

📍 Phoenix, AZ

1. Primary objective is to assist senior personnel in diagnosing, maintaining, and repairing various technological components on campus.
2. Perform duties such as imaging drives, soldering, repairing, and replacing faulty parts in various computers and network communication systems.
3. Additional duties are to review parts logs and make sure that a minimum amount of bench stock items are available for maintenance.
4. Performing preventive maintenance checks daily, to ensure equipment is working appropriately and satisfactory to company standards.
5. Identifying that important and required information is in correct order.
6. Acquired many skills in applying attention to detail.
7. Other job duties include managing the work environment for safety hazards and ensuring cleanliness in the work bench and shop areas.

IT Assistant

📅 May / 2018-May / 2020

Crescent Moon Design

📍 Portland, OR

1. System Administration: Actively monitor overall system conditions to identify and resolve potential issues before they impact end users of other missions-critical systems.
2. SharePoint development: Assist in the maintenance and troubleshooting of various SharePoint sites, lists and workflows which serve a variety of internal and external users.
3. Database Administration: Write ad hoc T-SQL queries, maintain functions and stored procedures, and assist with other tasks related to the maintenance of a Microsoft SQL Server production environment.
4. Help Desk: Assist local and remote users with network connectivity and software installation.
5. Information Security: Assisted with the development of organization security policy and information security awareness program.
6. Help Desk Support: Assist local and remote users with network connectivity and software installation.

EDUCATION

Bachelor of Science in Information Technology

📅 May / 2016

May / 2018

University of Oregon

📍 Denver, CO

Focused on system administration, network management, and cybersecurity principles.