

# MASON WILSON

## It Help Desk Technician

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### PROFESSIONAL SUMMARY

Dedicated IT Help Desk Technician with 2 years of hands-on experience in providing exceptional technical support to users. Proficient in troubleshooting hardware and software issues while ensuring optimal system performance. Committed to enhancing user satisfaction through effective communication and problem resolution. Eager to contribute to a dynamic team and improve IT service delivery.

### WORK EXPERIENCE

#### It Help Desk Technician

Seaside Innovations

📅 Apr / 2024-Ongoing  
📍 Santa Monica, CA

- Contributed to the effective prioritization and resolution of IT support tickets to enhance service delivery.
- Ensured high-quality service through continuous evaluation and adoption of new technology solutions.
- Assisted in the management of IT support tickets, guaranteeing prompt resolution of user issues.
- Collaborated in the development and maintenance of IT support procedures and documentation.
- Conducted daily monitoring of systems to verify integrity and availability, ensuring optimal performance.
- Participated in the installation and configuration of workstations and peripherals.
- Configured hardware and software settings to meet user requirements and improve functionality.

#### IT Help Desk Technician

Silver Lake Enterprises

📅 Apr / 2023-Apr / 2024  
📍 Seattle, WA

- Provided technical assistance for a range of hardware and software issues, enhancing user experience.
- Maintained optimal performance of computer systems through regular monitoring and maintenance.
- Executed diagnostic programs to identify and resolve recurring problems effectively.
- Resolved technical issues related to Local Area Networks (LAN) and Wide Area Networks (WAN).
- Generated reports to track malfunctions and improve system performance.
- Facilitated training sessions on multi-function printers to streamline workflows.

### EDUCATION

#### Associate of Applied Science in Information Technology

Tech Community College

📅 Apr / 2022-Apr / 2023  
📍 Portland, OR

Focused on technical support, network management, and systems administration.

### SKILLS



### ACHIEVEMENTS

- ★ Resolved 95% of technical issues on the first contact, enhancing user satisfaction.
- ★ Developed and implemented a new ticketing system process that reduced resolution time by 20%.
- ★ Trained 5 new staff members on IT support procedures, improving team efficiency.