

ROBERT SMITH

IT Helpdesk Technician/Analyst

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Dedicated, hard-working professional currently looking to utilize skills, together with previous marketing and IT experience, to secure a job in an environment where can develop professional relationships and grow with the company.

CORE COMPETENCIES

Microsoft Office Suite, Interpersonal.

PROFESSIONAL EXPERIENCE

IT Helpdesk Technician/Analyst

ABC Corporation - April 2014 – August 2016

Key Deliverables:

- Provide technical phone support and problem resolution for Simplot technology with a high degree of expertise and customer service.
- Provide technical and network administration on various enterprise systems and software.
- Participate in technical project teams to enhance the quality, effectiveness, and efficiency of technical support.
- Create and maintain technical support documentation.
- Maintain current knowledge of technology.
- Assess problems/resolutions to determine where improvements can be made or trends identified through recording problems and resolutions.
- Participate in defining and documenting processes and procedures to follow at the Service Desk to provide phenomenal customer service.

IT Helpdesk Technician

Delta Corporation - 2010 – 2014

Key Deliverables:

- Support for Helpdesk tickets by email, phone call, or in-person
Printer/scanner/copier/fax troubleshooting Run software updates & install the software.
- Provided students, faculty and staff with technical support Handled administration for university electronic accounts.
- Worked with a team at Masonites corporate HQ to support the national IT infrastructure.
- Utilized excellent patience and customer service to remotely support clients and solve problems.
- IT assistance nationwide to employees including Password resets, troubleshooting, general questions, set up of Outlook email, hardware replacement.

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- Utilized all available resources and knowledge to fix IT equipment and software that was not working properly or to end-user expectations.
- Maintained servers and workstation equipment, end-user support, and systems maintenance including workstations, software, and peripherals.

EDUCATION

Bachelor's in Computer Science - 2008(Stevens Henager College - Boise, ID)

