



AVA DAVIS

IT Service Technician

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PROFESSIONAL SUMMARY

Dedicated IT Service Technician with 5 years of experience providing robust technical support across diverse environments. Skilled in diagnosing and resolving hardware and software issues, ensuring minimal downtime. Committed to enhancing user satisfaction through effective communication and problem-solving abilities, while continuously improving technical knowledge and service delivery.

WORK EXPERIENCE

IT Service Technician

WidgetWorks Inc.

📅 Jun / 2021-Ongoing

📍 Denver, CO

1. Delivered technical support for hardware and software issues in both business and residential environments.
2. Maintained IT infrastructure including servers and networks, ensuring compliance with technical standards.
3. Provided input on technical solutions to enhance service delivery and operational efficiency.
4. Utilized advanced troubleshooting techniques to resolve complex technical issues effectively.
5. Configured telecom devices for users, ensuring seamless email and connectivity setups.
6. Deployed over 150 mobile devices, optimizing data management and tracking systems.
7. Supported IT projects through effective collaboration and expert technical knowledge.

IT Service Technician

Lakeside Apparel Co

📅 Jun / 2020-Jun / 2021

📍 Chicago, IL

1. Provided on-site Help Desk support for desktop and network issues for a municipal government.
2. Successfully repaired and imaged over 10,000 Dell laptops for educational institutions.
3. Led a team of technicians to meet service goals, focusing on efficiency and cost reduction.
4. Managed IT operations, ensuring technology needs were met for Mac and PC users.
5. Troubleshoot client computers and printers, resolving hardware and software issues effectively.

EDUCATION

Associate of Applied Science in Information Technology

Tech Valley Community College

📅 Jun / 2019 Jun / 2020

📍 Santa Monica, CA

Focus on computer systems, networking, and technical support.

SKILLS

Technical Support



Network Troubleshooting



Hardware Installation



Software Installation



System Configuration



INTERESTS

👜 Fashion

🧘 Yoga

🔭 Star Gazing

🐾 Running

STRENGTHS

⚙️ Optimism

🔗 Tenacity

👥 Leadership

🖋️ Creativity

LANGUAGES



English



Dutch



Italian

ACHIEVEMENTS

🌟 Improved response time for technical support tickets by 25% through streamlined processes.

🌟 Successfully led a project to upgrade network infrastructure, enhancing connectivity reliability.

🌟 Conducted training sessions for staff on new software applications, improving user proficiency.