OLIVIA SMITH

IT Support Analyst

✉ support@qwikresume.com ☎ (123) 456 7899 ⚲ Los Angeles

🌐 www.qwikresume.com

PROFESSIONAL SUMMARY

Detail-oriented IT Support Analyst with 10 years of experience in providing technical support, troubleshooting, and system administration. Proven ability to enhance user satisfaction and optimize IT operations.

WORK EXPERIENCE

IT Senior Support Analyst
Maple Leaf Consulting

📅 Dec / 2017-Ongoing
📍 Toronto, ON

1. Delivered comprehensive IT support to over 700 end-users across 33 locations, enhancing operational efficiency.
2. Installed and configured software on various devices, ensuring optimal performance and user satisfaction.
3. Troubleshot hardware and connectivity issues, performing virus removals and system optimizations as needed.
4. Managed daily support requests for approximately 100 users, consistently meeting service level agreements.
5. Created and managed user accounts, ensuring compliance with security protocols and access permissions.
6. Collaborated with IT teams to escalate critical issues, maintaining service continuity and user support.
7. Assisted network teams in diagnosing outages, installing and replacing network equipment to ensure seamless operations.

IT SUPPORT ANALYST
Silver Lake Enterprises

📅 Dec / 2014-Dec / 2017
📍 Seattle, WA

1. Provided comprehensive support for IT issues, including remote desktop, hardware, and software troubleshooting.
2. Facilitated training sessions during major OS upgrades, enhancing team readiness and user adaptation.
3. Conducted testing of software upgrades, documenting results to identify user trends and issues.
4. Analyzed inventory data, tracking software licenses and hardware assets for efficient resource management.
5. Managed procurement of IT equipment, ensuring timely availability of servers, routers, and peripherals.
6. Supported VMware administration, creating and managing virtual workstations for development and testing.
7. Developed technical documentation for IT processes, improving knowledge sharing and team efficiency.

EDUCATION
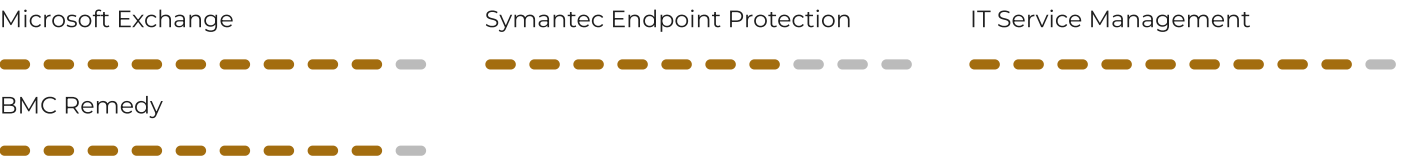
Bachelor of Science in Information Technology
University of California

📅 Dec / 2011-Dec / 2014
📍 Denver, CO

Focused on IT support, network management, and system administration.

SKILLS

Microsoft Exchange

Symantec Endpoint Protection

IT Service Management

BMC Remedy

ACHIEVEMENTS

⭐ Reduced average ticket resolution time by 30% through process improvements.

⭐ Achieved a 95% user satisfaction rating in IT support surveys.

⭐ Successfully implemented a new ticketing system, increasing efficiency by 40%.