JAMES CLARK

Junior IT Support Consultant

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PROFESSIONAL SUMMARY

Possessing two years of dedicated IT support experience, I specialize in efficiently troubleshooting technical issues and enhancing user experiences. My expertise includes managing user accounts, ensuring system reliability, and delivering exceptional customer service. I am committed to implementing effective solutions that drive operational excellence and support team objectives.

WORK EXPERIENCE

Junior IT Support Consultant
Seaside Innovations

📅 Mar / 2024-Ongoing
📍 Santa Monica, CA

1. Managed IT equipment and ensured optimal performance of Windows 2008 R2 server and 21 staff computers.
2. Monitored and maintained local area network (LAN) for both Ethernet and wireless connections.
3. Ensured operational efficiency of VSAT-based Internet connections.
4. Performed regular system updates, antivirus checks, and data backups to ensure security.
5. Diagnosed and resolved hardware and software issues, maintaining virus-free environments.
6. Configured and updated third-party applications to enhance functionality.
7. Provided technical support and training to staff on IT systems and best practices.

IT Support Consultant
Cactus Creek Solutions

📅 Mar / 2023-Mar / 2024
📍 Phoenix, AZ

1. Provided support for a diverse range of applications and devices across corporate locations.
2. Executed network sweeps to eliminate viruses and threats, ensuring system integrity.
3. Responded to help desk tickets and provided onsite IT support for various systems.
4. Conducted repairs, maintenance, and configuration of computer hardware and software.

EDUCATION

Associate of Science in Information Technology
Tech University

📅 Mar / 2022 - Mar / 2023
📍 Toronto, ON

Focused on network systems and technical support fundamentals.

SKILLS

Database Management

Data Backup Solutions

Virus Removal Techniques

Firewall Configuration

Vpn Setup And Support

INTERESTS

🖌 Art   🤝 Volunteering

🌲 Hiking   🧘 Yoga

STRENGTHS

🔍 Criticality   ☰ Detail-oriented

🤝 Diplomacy   ☺ Enthusiasm

LANGUAGES

English   German   Spanish

ACHIEVEMENTS

⭐ Resolved over 95% of help desk tickets on first contact, improving customer satisfaction.

⭐ Streamlined the antivirus update process, reducing system vulnerabilities by 30%.