



EMMA JOHNSON

IT Support Consultant

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PROFESSIONAL SUMMARY

Dynamic IT Support Consultant with over 7 years of experience in delivering high-quality technical assistance and solutions. Proficient in troubleshooting complex issues, managing user accounts, and optimizing IT infrastructures. Committed to enhancing user satisfaction through effective communication and problem-solving, driving operational efficiency across diverse environments.

WORK EXPERIENCE

IT Support Consultant

📅 Mar / 2021-Ongoing

Quantum Solutions LLC

📍 Phoenix, AZ

1. Delivered on-site technical support to over 300 users in a Windows environment, ensuring swift issue resolution.
2. Configured and installed hardware and software for new employees, enhancing operational readiness.
3. Coordinated office relocations and cable management projects, improving workspace efficiency.
4. Maintained detailed records of technical issues and solutions, facilitating knowledge sharing.
5. Managed software licenses and warranties, ensuring compliance and cost-effectiveness.
6. Assisted users with inquiries related to software and hardware, providing clear and effective solutions.
7. Conducted diagnostics and troubleshooting, resulting in improved system performance and user satisfaction.

IT Support Consultant

📅 Mar / 2018-Mar / 2021

Silver Lake Enterprises

📍 Seattle, WA

1. Provided ongoing maintenance and configuration for client systems, ensuring optimal performance and security.
2. Analyzed and resolved equipment functionality issues, enhancing overall system reliability.
3. Disassembled and repaired malfunctioning equipment, extending the lifespan of hardware.
4. Supervised setup procedures for new systems and components, adhering to specifications.
5. Managed installation and configuration of network systems, ensuring seamless connectivity.
6. Conducted thorough testing of systems, identifying and rectifying networking issues proactively.

EDUCATION

Bachelor of Science in Information Technology

📅 Mar / 2015 - Mar / 2018

Tech University

📍 Phoenix, AZ

Focused on IT support, networking, and systems management.

SKILLS

Windows Operating Systems



Change Management



Disaster Recovery Planning



Technical Writing Skills



Project Management Skills



Analytical Thinking



INTERESTS

🎮 Gaming

👜 Fashion

🎬 Film

💻 Technology

STRENGTHS

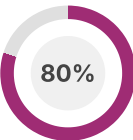
⚖️ Fairness

↔️ Flexibility

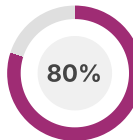
➡️ Forward-thinking

❤️ Gratitude

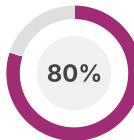
LANGUAGES



English



Dutch



French

ACHIEVEMENTS

★ Resolved over 500 technical support tickets, improving response time by 30%.

★ Implemented a streamlined ticketing system that reduced average resolution time by 25%.