

# ALEXANDER SCOTT

## IT Support Engineer

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### PROFESSIONAL SUMMARY

To work at a leading company, utilizing my expert knowledge of computer hardware and operating systems to design solutions to specific problems and improve computer performance while continuing to enhance my expertise. I am also extremely eager to continue to learn and to be at all times exposed to new technologies, concepts and solutions.

### WORK EXPERIENCE

#### IT Support Engineer

Quantum Solutions LLC

📅 May / 2022-Ongoing

📍 Phoenix, AZ

1. Providing onsite and remote it support for 6 thousand users at Omnicom group - advertising and marketing holding company on behalf of Hewlett-Packard enterprise.
2. Install new/rebuild existing pcs and macs, configure hardware, peripherals, services, settings, directories, storage.
3. Perform daily system monitoring verifying the integrity and availability of all hardware.
4. Perform installs, moves, adds, and change (iMac) activities, as well as data backup and restorations.
5. Use ServiceNow to organize ones tickets queue and for managing incidents and tasks intended for other it departments.
6. Organize and coordinate activities associated with installation, deployment, and upgrade of software (windows and osx), hardware, voice/video and network facilities as it relates to the deskside environment.
7. Drive resolution of all company technical escalation, including root cause and issue resolution.
8. Lead and oversee day-to-day helpdesk operations to exceed customer expectations by delivering quality SLA response times and resolutions.

#### IT Engineer

Summit Peak Industries

📅 May / 2020-May / 2022

📍 Denver, CO

1. Managed services provider for over 3,000 corporate clients. Remote and on-site technical support for small and medium-size companies using kaseya, gfi, autotask.
2. On a daily basis, utilizing ad, exchange server, cloud services, Sophos clouds, google apps, networking, open DNS, TCP/ip, dhcp.
3. Provide on-going education and training to non-technical end-users and novice technicians.
4. Propose changes or solutions to products and services for optimal business results as well as investigate customer relationship problems.
5. Troubleshoot windows 7/8/10 and Apple Mac (osx) operating systems, and pc/mac hardware.

### EDUCATION

#### Bachelor of Science in Information Technology

University of Technology

📅 May / 2018-May / 2020

📍 Santa Monica, CA

Focused on systems administration, network management, and technical support.

### SKILLS

Troubleshooting

Technical Support

Microsoft Office

Customer Service

### ACHIEVEMENTS

- ★ Streamlined ticket resolution process, reducing average response time by 25%.
- ★ Implemented user training sessions that increased overall customer satisfaction ratings by 15%.