MASON WILSON

IT Support Intern

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PROFESSIONAL SUMMARY

Detail-oriented IT Support Intern with 10 years of experience in troubleshooting, technical support, and system maintenance. Eager to leverage expertise in hardware and software solutions to enhance user experience and operational efficiency.

WORK EXPERIENCE

IT Support Intern
Quantum Solutions LLC

📅 Dec / 2017-Ongoing
📍 Phoenix, AZ

1. Delivered comprehensive desktop support, ensuring timely backups and inventory management of hardware resources.
2. Executed fresh installations and OS upgrades, demonstrating proficiency in Microsoft DOS commands and hardware peripherals.
3. Configured and maintained PBX and VOIP phone systems, enhancing communication efficiency.
4. Managed network peripherals including routers and switches, ensuring optimal connectivity.
5. Troubleshot internet and network issues, providing swift resolutions to minimize downtime.
6. Documented daily data transactions and remedial actions, maintaining accurate records for future reference.
7. Collaborated with team members to enhance service delivery and user support.

IT Support Intern
Cactus Creek Solutions

📅 Dec / 2014-Dec / 2017
📍 Phoenix, AZ

1. Provided technical support for server hardware/software issues, including desktop and network troubleshooting.
2. Tested new software compatibility with existing systems, optimizing performance through research.
3. Responded to hardware/software error messages, resolving configuration issues effectively.
4. Assisted users with new Jail Management System, ensuring smooth transitions and support.
5. Set up equipment for employee use, ensuring proper installation of cables and software.

EDUCATION

Bachelor of Science in Information Technology
University of California

📅 Dec / 2011 - Dec / 2014
📍 Phoenix, AZ

Focused on IT support, networking, and system administration.

SKILLS

Technical Support

Troubleshooting

System Maintenance

Network Configuration

Hardware Installation

INTERESTS

🖌 Art   ♻ Volunteering
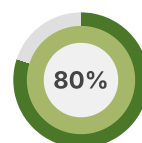
🌲 Hiking   🎯 Yoga
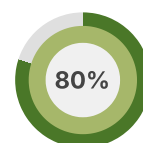
STRENGTHS

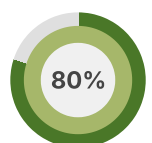🔍 Criticality   ☰ Detail-oriented

🤝 Diplomacy   ☺ Enthusiasm

LANGUAGES

80% English   **80%** Swahili   **80%** Russian

ACHIEVEMENTS

⭐ Resolved 95% of technical issues on first contact, enhancing user satisfaction.

⭐ Streamlined software installation processes, reducing setup time by 30%.