

LIAM ANDERSON

IT Support Intern

support@qwikresume.com (123) 456 7899 Los Angeles
www.qwikresume.com

PROFESSIONAL SUMMARY

Detail-oriented IT Support Intern with 2 years of experience in troubleshooting, system maintenance, and user support. Eager to leverage technical skills and enhance organizational efficiency through effective IT solutions.

WORK EXPERIENCE

IT Support Intern Dec / 2023-Ongoing
WidgetWorks Inc. Denver, CO

- 1. Managed IT inventory and organized storage for efficient access to equipment.
- 2. Executed software and driver updates across multiple systems, ensuring optimal performance.
- 3. Complied with safety standards while disposing of outdated hardware responsibly.
- 4. Collaborated with the IT Manager on imaging and maintaining desktops and laptops.
- 5. Provided support for Microsoft Office and Citrix applications to enhance user productivity.
- 6. Assisted in the implementation and configuration of Windows Server environments.
- 7. Installed and maintained network printers, ensuring seamless printing operations.

IT Support Intern Dec / 2022-Dec / 2023
Summit Peak Industries Denver, CO

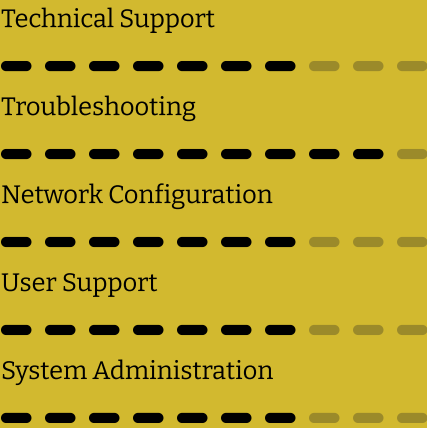
- 1. Led IT projects aimed at improving network efficiency and security protocols.
- 2. Installed and configured Windows and Linux operating systems, ensuring timely updates.
- 3. Created custom Ethernet cables to meet specific departmental needs.
- 4. Identified and resolved system issues, providing effective solutions to maintain operations.
- 5. Diagnosed and resolved internet and network connectivity issues promptly.

EDUCATION

Associate of Science in Information Technology Dec / 2021 - Dec / 2022
Tech Valley Community College Denver, CO
Focused on IT support, networking, and system administration principles.



SKILLS



INTERESTS

- Home Brewing Wildlife Conservation
- Running Public Speaking

STRENGTHS



LANGUAGES



ACHIEVEMENTS

- Resolved 95% of user issues on first contact, enhancing user satisfaction.
- Streamlined software update processes, reducing downtime by 30%.