OLIVIA SMITH

Regional IT Support Specialist

✉ support@qwikresume.com
☎ (123) 456 7899
📍 Los Angeles
🌐 www.qwikresume.com

👤 PROFESSIONAL SUMMARY

Successful IT Support professional with over 3 years of experience providing desktop support, refresh/migration projects, on-call support and more. CompTIA A+ and Network+ certified along with and MCP certification. Experienced working with ticketing systems such as ServiceNow. Capable of working with little to no supervision independently or in a collaborative, team environment.

🖥 WORK EXPERIENCE

Regional IT Support Specialist
Seaside Innovations

📅 May / 2019-Ongoing
📍 Santa Monica, CA

1. Respond to customers issues on site and on a timely manner, Setup new systems purchased for new employees, add them to the company domain and install applications that are specific to them.
2. Creating new computer account on Active directory and disable parting employee accounts.
3. Troubleshoot network issues within the company.
4. Troubleshoot and/or find solutions to applications issues throughout the company.
5. Adding Network printers and troubleshooting them.
6. Setup wireless phones from different carriers to wireless sync with exchange server.
7. Create an updates image of the OS currently being used by company employees.
8. Order Printer cartridges and make sure they are available at all times.

IT Support Specialist
Crescent Moon Design

📅 May / 2015-May / 2019
📍 Portland, OR

1. Am responsible for making sure all clients can perform their everyday operations within the network.
2. This includes imaging computers and laptops, using bit locker to encrypt and unencrypt computers.
3. Helping users with network related problems.
4. Work with many different types of software.
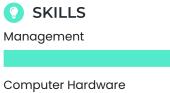5. DCMS, Oracle, F-Secure, MARC and Java.

🖼 EDUCATION

Bachelor of Science in Information Technology
University of Technology

📅 May / 2012 - May / 2015
📍 Portland, OR

Focused on network administration, systems analysis, and IT project management.

💡 SKILLS

Management

Computer Hardware

Computer Repair

Microsoft Office

Customer Service

✈ INTERESTS

🎙 Podcasts
🌐 Language Learning
🎵 Dancing
🚲 Cycling

✊ STRENGTHS

- Intuition
- Leadership
- Listening
- Mentorship

🔤 LANGUAGES

English
Polish
French

⭐ ACHIEVEMENTS

⭐ Successfully implemented a new ticketing system, improving response times by 25%.

⭐ Streamlined the onboarding process for new employees, enhancing equipment setup efficiency by 40%.