

OLIVIA SMITH

IT Technician Contractor

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



PROFESSIONAL SUMMARY

Dynamic, detail-oriented Information Technology (IT) Professional with demonstrated experience developing and deploying complex infrastructures and technical solutions for industry leaders. Proficient in determining system requirements and resolving technical issues quickly. Skilled in providing effective leadership in fast-paced, deadline-driven environments.

WORK EXPERIENCE

IT Technician Contractor May / 2019-Ongoing
Blue Sky Innovations Chicago, IL

1. Utilize extensive technical skills to install low voltage systems in residential and commercial locations.
2. Provide outstanding customer service while offering customer satisfaction and complaint resolution.
3. Deliver order fulfillment in a timely and professional manner to exceed expectations.
4. Troubleshoot and repair faulty networks and wiring, including computers, wired networks, wireless networks, and consumer electronics, with strict attention to detail, ensuring all deadlines are met.
5. Set up static IP networking and wired and wireless networks, ensuring reliable and stable systems.
6. Meet and exceed monthly sales and performance quotas to increase corporate revenues.
7. Provide clients with technical support and consultation to increase customer satisfaction and gain referrals.
8. Consistently a top performing technician and repeatedly rewarded in at&t's performance recognition system.
9. Monitor and drive accountability for all projects and services including delivery, performance, and functionality.
10. Lead the efforts to define, analyze and implement technical and functional improvements.

IT Technician May / 2015-May / 2019
Cactus Creek Solutions Phoenix, AZ

1. Successfully processed work orders, ensuring all work orders were completed during set time frames.
2. Provided superior customer service to ensure customer loyalty and repeat business and to gain referrals.
3. Effectively trained new employees, answering questions and confirming new staff understood all job duties.
4. Conducted new installs at customer location with strict attention to detail and answered any customer questions.
5. Completed various administrative tasks and other duties as assigned by management to increase corporate productivity.

EDUCATION

Bachelor of Science in Information Technology May / 2012-May / 2015
University of Technology Portland, OR

Focused on system administration, networking, and technical support.

SKILLS



ACHIEVEMENTS

- ★ Achieved a 95% customer satisfaction rate through dedicated technical support.
- ★ Streamlined network installation processes, reducing setup time by 30%.