



ISABELLA CLARK

Lead Computer Technician

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PROFESSIONAL SUMMARY

Accomplished Lead Computer Technician with 10 years of extensive experience in troubleshooting, repairing, and optimizing complex IT systems. Adept at leading technical teams, enhancing system performance, and providing exceptional support. Committed to fostering innovation and ensuring seamless operations in fast-paced environments.

WORK EXPERIENCE

Lead Computer Technician

Blue Sky Innovations

📅 Apr / 2018-Ongoing

📍 Chicago, IL

1. Established and refined procedures for security, installations, and repairs, enhancing technician efficiency.
2. Conducted training sessions for sales associates, improving their understanding of technical offerings.
3. Supervised a team of 5 technicians, overseeing schedules, ticket assignments, and training to optimize performance.
4. Completed advanced SAP training courses, enhancing technical expertise.
5. Awarded the Programming Excellence Award from Western Illinois University for outstanding performance.
6. Managed a team of 15 technicians in a high-volume call center, ensuring optimal service delivery.
7. Implemented performance metrics to track technician efficiency and service quality.

Lead Computer Technician

Crescent Moon Design

📅 Apr / 2015-Apr / 2018

📍 Portland, OR

1. Performed software installations and computer repairs, ensuring high-quality service delivery.
2. Executed 200 computer refreshes monthly, migrating systems from older Windows versions efficiently.
3. Managed sensitive data and software keys, ensuring compliance with security protocols.
4. Troubleshoot and configured computer peripherals, improving user experience and satisfaction.
5. Designed and set up small business networks, enhancing operational efficiency.

EDUCATION

Bachelor of Science in Computer Science

University of Illinois

📅 Apr / 2012-Apr / 2015

📍 Santa Monica, CA

Completed coursework in software development, network management, and systems analysis.

SKILLS

Software Development (.Net)



Java Programming



JavaScript Development



Web Development (HTML5)



Objective-C Programming



INTERESTS

🤝 Volunteering

✈ Travel

🌲 Hiking

🎮 Gaming

STRENGTHS

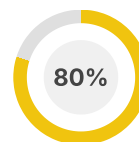
💖 Sincerity

🏆 Competitiveness

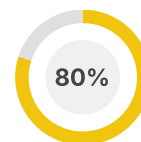
✍ Creativity

➡ Forward-thinking

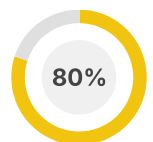
LANGUAGES



English



Italian



Russian

ACHIEVEMENTS

- 🌟 Developed and implemented a new troubleshooting protocol, reducing issue resolution time by 30%.
- 🌟 Led a team that achieved a 95% customer satisfaction rating through effective technical support.
- 🌟 Increased system uptime by 25% through proactive maintenance and monitoring.