



EMMA JOHNSON

Lead IT Technician

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

🌐 www.qwikresume.com

SKILLS

Active Directory Management



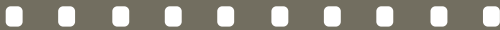
Scripting Languages



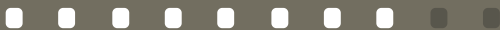
Database Management



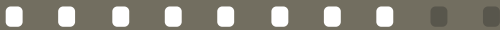
Endpoint Management



It Asset Management



Incident Response



INTERESTS

★ Surfing

🌐 Martial Arts

👏 Community Service

👥 Blogging

STRENGTHS

⌚ Patience

🏔 Perseverance

📅 Planning

⚙ Positivity

LANGUAGES



English



Spanish



French

ACHIEVEMENTS

★ Implemented a new ticketing system, reducing response time by 30%.

★ Trained 15 staff members on new software applications, improving efficiency.

PROFESSIONAL SUMMARY

Driven IT Technician with 2 years of experience in enhancing IT systems and providing exceptional technical support. Adept at troubleshooting and implementing effective solutions to optimize performance. Eager to transition into a Lead IT Technician role, leveraging my skills to lead teams in achieving operational excellence and innovative technological advancements.

WORK EXPERIENCE

Lead IT Technician

📅 Mar / 2024-Ongoing

Maple Leaf Consulting

📍 Toronto, ON

1. Identified and introduced new technologies to enhance system functionality.
2. Created detailed technical specifications to improve system performance.
3. Collaborated with cross-functional teams to support IT projects and initiatives.
4. Facilitated staff training sessions on emerging technologies.
5. Contributed to project planning by defining project scopes and requirements.
6. Involved in business case development for IT initiatives.
7. Supported system testing, audits, and usage surveys to enhance operational effectiveness.

Lead IT Technician

📅 Mar / 2023-Mar / 2024

Silver Lake Enterprises

📍 Seattle, WA

1. Administered Windows Desktop Operating Systems and Microsoft Networks, including user domain setups.
2. Documented system procedures and performance metrics for analysis and improvement.
3. Utilized Microsoft Word and Adobe software for graphical design projects.
4. Generated reports for management to aid decision-making processes.
5. Managed procurement of hardware and software for IT infrastructure.
6. Collaborated with cross-functional teams to integrate various technologies.

EDUCATION

Bachelor of Science in Information Technology

📅 Mar / 2022 - Mar / 2023

University of Technology

📍 Santa Monica, CA

Focused on systems administration and network management.