



HENRY WALKER

Senior Technical Support Analyst II

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PROFESSIONAL SUMMARY

Results-driven Senior Technical Support Analyst with 7 years of experience in resolving complex IT challenges and delivering outstanding customer service. I specialize in troubleshooting hardware and software issues, ensuring user satisfaction through effective communication and technical expertise. My commitment to process improvement enhances operational efficiency and empowers users to achieve their technological goals.

WORK EXPERIENCE

Senior Technical Support Analyst II Apr / 2020-Ongoing
Pineapple Enterprises Santa Monica, CA

1. Provided 24/7 technical support in a Microsoft NT and XP environment, assisting global clients with IT challenges.
2. Facilitated user access to shared resources and applications.
3. Managed user domain accounts and access permissions using Active Directory.
4. Resolved connectivity issues for remote users involving DSL, modem, and wireless routers.
5. Delivered remote assistance for email, network, and printer configuration issues, ensuring prompt resolution.
6. Utilized Remedy and Active Directory for ticket management and basic VPN troubleshooting.
7. Oversaw high-priority customer orders, ensuring timely delivery for government clients.

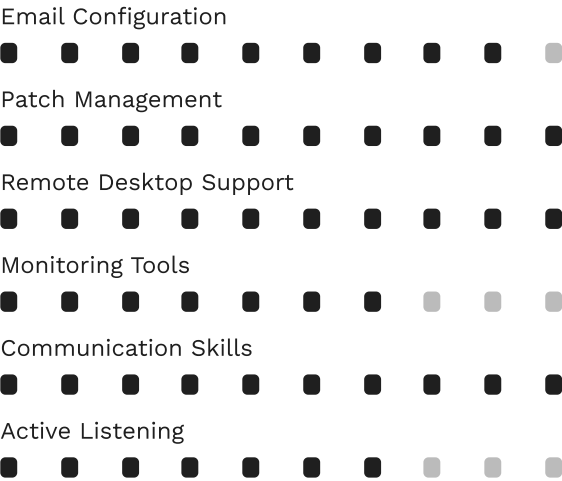
Senior Technical Support Analyst II Apr / 2018-Apr / 2020
Silver Lake Enterprises Seattle, WA

1. Served as a senior technical support analyst, providing expert assistance for a variety of desktop applications.
2. Conducted training sessions to enhance team knowledge and improve service delivery.
3. Mentored new support analysts, fostering skill development and team cohesion.
4. Acted as a technical consultant for application development, optimizing security protocols and database management.
5. Supported Early Infant Childhood programs across multiple states via LAN and WAN technologies.
6. Participated in quality assurance for software releases, ensuring seamless integration and user readiness.

EDUCATION

Bachelor of Science in Information Technology Apr / 2016 - Apr / 2018
University of Southern California Santa Monica, CA
Focused on IT systems management, network security, and technical support methodologies.

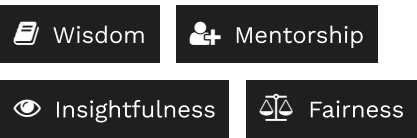
SKILLS



INTERESTS

- ★ Theatre 🖋 Drawing
🎬 Film 🍺 Home Brewing

STRENGTHS



LANGUAGES



ACHIEVEMENTS

- Improved ticket resolution time by 30% through streamlined troubleshooting procedures.
- Developed a comprehensive knowledge base that increased support team efficiency by 25%.