



NOAH WILLIAMS

Service Desk Administrator

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

SKILLS

System Monitoring Expertise



Performance Tuning



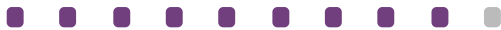
Security Best Practices



Team Collaboration



Customer Relationship Management



INTERESTS

📖 Birdwatching 🧳 Traveling

🏠 Sports Coaching 🧶 Knitting

STRENGTHS

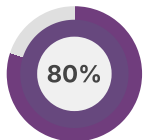
🔧 Pragmatism

🍃 Sensitivity

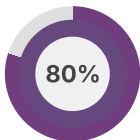
💖 Sincerity

⚓ Stability

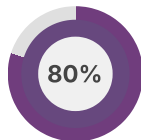
LANGUAGES



English



Mandarin



Japanese

ACHIEVEMENTS

★ Reduced average ticket resolution time by 20% through improved workflow processes.

★ Achieved a customer satisfaction rating of 95% through effective communication and support.

PROFESSIONAL SUMMARY

Dynamic Service Desk Administrator with two years of experience in delivering high-quality IT support and troubleshooting. Proficient in managing user requests, optimizing ticketing systems, and enhancing operational performance. Committed to leveraging technical expertise to improve user satisfaction and streamline IT processes in a fast-paced environment.

WORK EXPERIENCE

Service Desk Administrator

📅 Feb / 2024-Ongoing

Quantum Solutions LLC

📍 Phoenix, AZ

1. Configured network devices including firewalls and routers to enhance security.
2. Trained team members in service desk procedures to optimize workflow.
3. Responded promptly to email and web form service requests within established SLAs.
4. Assessed customer inquiries and directed them to the appropriate support team.
5. Managed user accounts in Active Directory and created comprehensive knowledge base articles.
6. Troubleshoot complex issues escalated from floor technicians to ensure resolution.
7. Maintained an average response time of 3 minutes for incoming tickets, managing 1,500-2,000 tickets monthly.

Service Desk Administrator

📅 Feb / 2023-Feb / 2024

Silver Lake Enterprises

📍 Seattle, WA

1. Administered Active Directory services for users on the network, ensuring data integrity.
2. Performed imaging and repairs on computers for military units to maintain operational readiness.
3. Provided first and second-line assistance to resolve user hardware and software issues.
4. Maintained detailed help desk records and generated daily and weekly performance reports.
5. Supervised service desk operations, ensuring high levels of customer service.

EDUCATION

Bachelor of Science in Information Technology

📅 Feb / 2022 - Feb / 2023

State University

📍 Toronto, ON

Studied core IT principles with a focus on systems administration and support.