

EMMA JOHNSON

Service Desk Agent

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PROFESSIONAL SUMMARY

Proficient Service Desk Agent with 5 years of experience in providing exceptional technical support. Adept at troubleshooting, resolving issues, and ensuring user satisfaction in fast-paced environments.

WORK EXPERIENCE

Service Desk Agent I

Maple Leaf Consulting

📅 Jan / 2021-Ongoing

📍 Toronto, ON

1. Provided first-level support by answering incoming calls and resolving user issues within SLA guidelines.
2. Utilized CA Unicenter Service Desk to create and manage Help Desk tickets efficiently.
3. Assigned incident tickets to appropriate IT teams for timely resolution of user requests.
4. Monitored service queues to ensure prompt attention to all incoming requests.
5. Acted as a point of escalation for unresolved incidents, ensuring adherence to SLA.
6. Maintained communication with users regarding ticket status and resolution timelines.
7. Collaborated with IT teams to improve service delivery and user experience.

Service Desk Agent

Summit Peak Industries

📅 Jan / 2020-Jan / 2021

📍 Denver, CO

1. Delivered desktop support for over 150 end users, ensuring seamless operation of hardware and software.
2. Administered Active Directory for user account management in a multi-platform environment.
3. Implemented and managed Microsoft SCCM for software deployment and updates.
4. Provided support for remote users, resolving connectivity issues with Citrix.
5. Ranked consistently in the top 10% of Service Desk metrics for efficiency and user satisfaction.
6. Documented service requests and incidents in ITSM Maximo, adhering to ITIL standards.
7. Trained new staff on service desk procedures and best practices for user support.

EDUCATION

Bachelor of Science in Information Technology

University of California

📅 Jan / 2019-Jan / 2020

📍 Toronto, ON

Focused on IT support, networking, and systems administration.

SKILLS

Windows 10

MS Office 365

Email Management

Database Management

ACHIEVEMENTS

- ★ Achieved a 95% customer satisfaction rating through effective issue resolution.
- ★ Reduced average ticket resolution time by 30% through process improvements.
- ★ Successfully managed over 1,000 service requests per month with high efficiency.