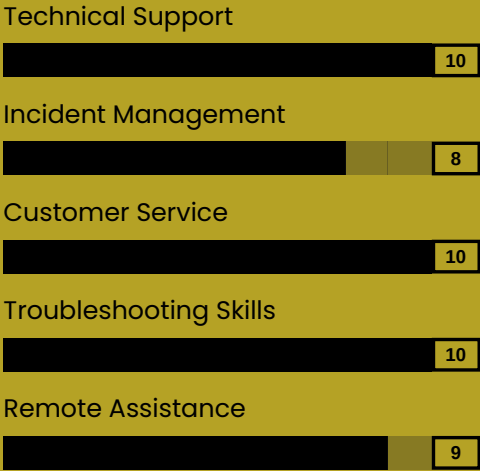




SKILLS



INTERESTS

- ★ Surfing
- 🥋 Martial Arts
- 👂 Community Service
- 📝 Blogging

STRENGTHS

- 🤝 Empathy
- ⌚ Patience
- 🏗️ Perseverance
- 📅 Planning

LANGUAGES



ACHIEVEMENTS

- ★ Achieved a 95% customer satisfaction rating through effective issue resolution.
- ★ Reduced average ticket resolution time by 30% through process improvements.

MIA TAYLOR

Service Desk Agent

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

🌐 www.qwikresume.com

PROFESSIONAL SUMMARY

Dynamic IT professional with over 10 years of experience in service desk operations, delivering exceptional technical support and customer service. Proven ability to resolve issues efficiently and enhance user satisfaction.

WORK EXPERIENCE

Service Desk Agent/Executive Jan / 2018–Ongoing
Seaside Innovations Santa Monica, CA

1. Delivered 2nd Level support for technical issues, ensuring timely resolution and customer satisfaction.
2. Managed problem tickets through SRS Problem Management, maintaining accurate documentation.
3. Participated in software rollouts, providing training and support to end-users.
4. Mentored new hires, fostering a collaborative and knowledgeable team environment.
5. Monitored service requests daily to ensure prompt delivery of IT services.
6. Provided support for mobile devices, enhancing user productivity.
7. Maintained high customer service standards through effective communication and technical expertise.

Service Desk Agent Jan / 2015–Jan / 2018
Cactus Creek Solutions Phoenix, AZ

1. Handled inbound calls, assisting users with technical issues related to hardware and software.
2. Executed password resets and account unlocks for users across multiple platforms.
3. Supported both corporate and retail users, ensuring seamless operations.
4. Troubleshooted laptops and desktops, providing on-site and remote assistance.
5. Processed payments and managed user accounts efficiently.

EDUCATION

Bachelor of Science in Information Technology Jan / 2012 – Jan / 2015
University of California Chicago, IL

Focused on IT support, systems management, and customer service strategies.