



# MIA TAYLOR

Service Desk Coordinator

support@qwikresume.com  
(123) 456 7899  
Los Angeles  
www.qwikresume.com

## PROFESSIONAL SUMMARY

Results-driven Service Desk Coordinator with 5 years of IT support experience, focused on delivering exceptional user experiences and resolving technical challenges. Adept at streamlining service processes and enhancing team collaboration to boost efficiency. Passionate about leveraging innovative solutions to drive service excellence and improve overall operational performance.

## WORK EXPERIENCE

**Service Desk Coordinator** Mar / 2021-Ongoing  
Blue Sky Innovations Chicago, IL

- 1. Managed incoming service requests, ensuring timely resolution and high customer satisfaction.
- 2. Trained and mentored junior staff, fostering a collaborative environment that enhanced team performance.
- 3. Maintained service desk documentation and knowledge base to support efficient issue resolution.
- 4. Analyzed service desk metrics to identify trends and areas for improvement.
- 5. Coordinated with IT teams to escalate and resolve complex technical issues.
- 6. Ensured compliance with service level agreements to maintain quality standards.
- 7. Delivered exceptional customer service, consistently receiving positive feedback from users.

**Associate Service Desk Coordinator** Mar / 2020-Mar / 2021  
Crescent Moon Design Portland, OR

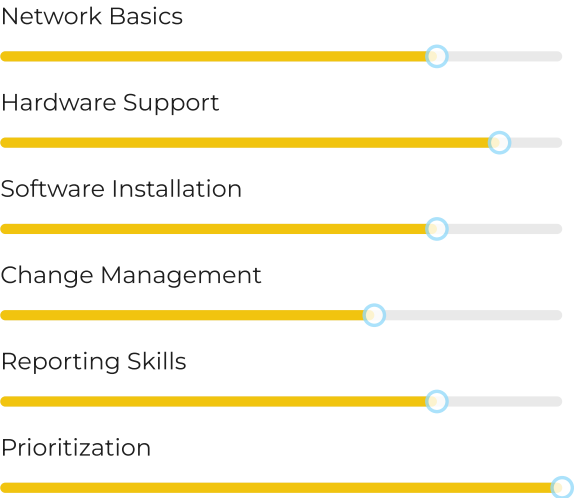
- 1. Provided technical support via phone, email, and in-person, addressing user queries effectively.
- 2. Created and managed Remedy tickets, tracking issues through resolution.
- 3. Oversaw daily operational activities of the service desk, ensuring smooth workflow.
- 4. Collaborated with cross-functional teams to enhance service delivery and user experience.
- 5. Conducted regular audits of service desk processes to identify and implement improvements.
- 6. Managed inventory of IT supplies, ensuring timely ordering and stocking.

## EDUCATION

**Bachelor of Science in Information Technology** Mar / 2019 - Mar / 2020  
Tech University Denver, CO

Studied various aspects of information technology, including systems analysis, network management, and technical support.

## SKILLS



## INTERESTS

- Podcasts
- Language Learning
- Dancing
- Cycling

## STRENGTHS

- Intuition
- Leadership
- Listening
- Mentorship

## LANGUAGES



## ACHIEVEMENTS

- Achieved a 20% reduction in average response time by implementing a new ticketing system.
- Increased user satisfaction ratings by 15% through effective communication and support strategies.