EVELYN WHITE

Service Desk Technician

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

PROFESSIONAL SUMMARY

IT support specialist with two years of experience in service desk environments, proficient in troubleshooting hardware and software issues for users of varying technical backgrounds. Committed to delivering high-quality customer support and streamlining operations through effective incident management. Seeking to contribute technical expertise and enhance user satisfaction in a collaborative team setting.

WORK EXPERIENCE

Service Desk Technician
Quantum Solutions LLC
📅 May / 2024-Ongoing   📌 Phoenix, AZ

1. Acted as the primary contact for Tier 1 and Tier 2 support, resolving technology issues for internal customers via phone and email.
2. Guided users through diagnostic steps to pinpoint issues, documenting and prioritizing incidents based on urgency and impact.
3. Provided comprehensive support for workstations and printers, troubleshooting hardware and software across Windows and Mac environments.
4. Delivered network support, addressing connectivity issues and managing hardware such as IP phones, routers, and switches.
5. Engaged in user and system administration tasks to maintain operational efficiency.
6. Conducted follow-ups with users post-resolution to ensure satisfaction and effective solutions.
7. Contributed to a knowledge base by documenting incidents and solutions through the Altiris ticketing system.

Service Desk Technician
Cactus Creek Solutions
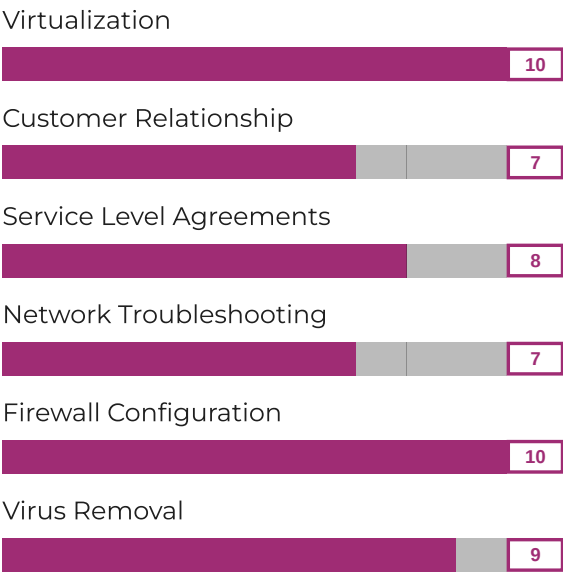📅 May / 2023-May / 2024   📌 Phoenix, AZ

1. Managed user access via Active Directory and other access management tools.
2. Utilized remote assistance tools to patch and update software and drivers efficiently.
3. Troubleshot voice and data connectivity issues, coordinating with vendors for resolution.
4. Configured and installed printers, scanners, and network devices, ensuring seamless operation.
5. Migrated knowledge base content to a new system, verifying the accuracy of all documents.

EDUCATION

Associate of Applied Science in Information Technology
Tech Valley Community College
📅 May / 2022 - May / 2023   📌 Denver, CO

Focused on technical support skills, networking, and computer systems management.

SKILLS

Virtualization — 10

Customer Relationship — 7

Service Level Agreements — 8

Network Troubleshooting — 7

Firewall Configuration — 10

Virus Removal — 9

INTERESTS

🎮 Gaming   🛍 Fashion
🎞 Film   💻 Technology

STRENGTHS

⚖ Fairness   ↔ Flexibility
➜ Forward-thinking   ♥ Gratitude

LANGUAGES

English — 80%
Swahili — 80%
Russian — 80%
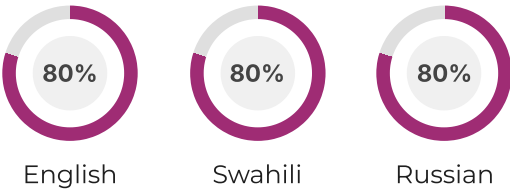
ACHIEVEMENTS

⭐ Improved first-call resolution rate by 20% through effective troubleshooting protocols.

⭐ Developed user guides that reduced average handling time by 15%.