



# AVA DAVIS

Support Analyst

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www.qwikresume.com

## PROFESSIONAL SUMMARY

Tech-savvy Support Analyst with 2 years of experience in effectively resolving user issues and enhancing system functionality. Skilled in utilizing troubleshooting techniques and proactive communication to ensure customer satisfaction. Aiming to contribute analytical skills and technical expertise to optimize support operations and foster excellent user experiences.

## WORK EXPERIENCE

**Support Analyst** May / 2024-Ongoing  
WidgetWorks Inc. Denver, CO

- Re-evaluated asset management processes, implementing Intuit software to standardize inventory tracking.
- Collaborated with IT Manager to enforce security policies on SQL databases across departments.
- Administered user accounts in Active Directory, ensuring compliance with organizational policies.
- Managed software installation and configuration on laptops, enhancing user productivity.
- Oversaw daily data backups and created comprehensive procedural documentation for recovery processes.
- Provided technical support through a ticketing system, resolving issues efficiently to minimize downtime.
- Documented compliance-related processes, contributing to Sarbanes-Oxley adherence and internal audits.

**Support Analyst** May / 2023-May / 2024  
Cactus Creek Solutions Phoenix, AZ

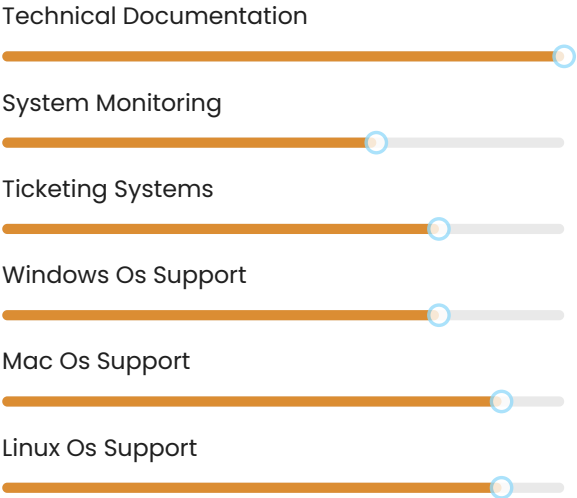
- Delivered technical support for hardware and software issues to a global customer base.
- Coordinated deployment data in Epicor for the State of NC, ensuring accuracy and timeliness.
- Ensured prompt delivery and installation of laptops, desktops, and printers to enhance operational efficiency.
- Provided backup support for customer issues, maintaining high service levels.
- Processed expense reports and managed time entries for technician projects, ensuring accurate billing.
- Scheduled meetings and ordered necessary parts to support ongoing projects.

## EDUCATION

**Bachelor of Science in Information Technology** May / 2022 - May / 2023  
University of Florida Denver, CO

Focused on IT support and system analysis, gaining practical knowledge in technical support.

## SKILLS



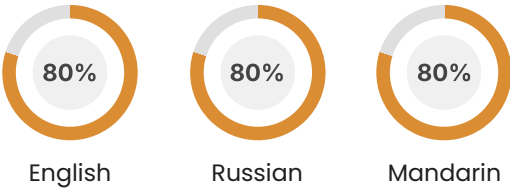
## INTERESTS

- Podcasts Language Learning  
Dancing Cycling

## STRENGTHS

- Intuition Leadership  
Listening Mentorship

## LANGUAGES



## ACHIEVEMENTS

- Improved ticket resolution time by 30% through effective problem diagnosis and prioritization.
- Developed user manuals that enhanced onboarding processes, resulting in a 25% decrease in training time.