

MASON WILSON

Support Analyst

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PROFESSIONAL SUMMARY

Resourceful Support Analyst with 2 years of experience in effectively addressing technical issues and enhancing user satisfaction. Skilled in collaborating with teams to improve support workflows and resolve user challenges. Driven to utilize analytical abilities and a customer-centric approach to elevate service delivery and operational efficiency.

WORK EXPERIENCE

Support Analyst May / 2024-Ongoing
Pineapple Enterprises Santa Monica, CA

- Executed data extraction from EHR and PM systems to support specialized reporting needs.
- Administered server operations, ensuring optimal performance through regular backup and recovery processes.
- Facilitated server migration to updated software, assisting teams in meeting compliance standards.
- Supported testing and transition to ANSI 5010 billing in accordance with CMS guidelines.
- Oversaw maintenance of practice's computer and phone systems, ensuring minimal downtime.
- Managed the conversion of telecommunication services, achieving significant monthly cost savings.
- Prepared and coordinated for ICD-10 implementation to meet regulatory requirements.

Support Analyst May / 2023-May / 2024
Crescent Moon Design Portland, OR

- Provided technical support for proprietary shipping software, enhancing user experience and operational efficiency.
- Installed and configured software on customer PCs, ensuring seamless integration with existing systems.
- Developed multi-platform solutions to facilitate shipping order processing and data validation.
- Conducted thorough validation processes for critical shipping codes to support business growth.
- Monitored and directed request validations, improving data accuracy and processing speed.

EDUCATION

Bachelor of Science in Information Technology May / 2022 - May / 2023
University of Technology Santa Monica, CA

Focused on IT support systems, user experience design, and data management principles.

SKILLS



INTERESTS

- Drawing Music
Travel Dancing

STRENGTHS



LANGUAGES



ACHIEVEMENTS

- Resolved over 95% of user-reported issues on the first call, enhancing customer satisfaction ratings.
- Streamlined data extraction processes, reducing reporting time by 30% and improving accuracy.