CHARLOTTE HARRIS
System Support Technician

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

👤 PROFESSIONAL SUMMARY

Tech-savvy System Support Technician with two years of experience in diagnosing and resolving hardware and software issues. Proficient in providing user support, maintaining system performance, and enhancing operational efficiency. Driven to deliver exceptional service and ensure seamless technology experiences for users in diverse environments.

🖥 WORK EXPERIENCE

System Support Technician
Seaside Innovations

📅 Mar / 2024-Ongoing
📍 Santa Monica, CA

1. Provided expert assistance to users with technology products including computers and software applications.
2. Developed and updated standard operating procedures for technology support across multiple sites.
3. Maintained and repaired classroom and lab computers, ensuring optimal functionality for educational use.
4. Managed inventory of personal computers and hardware, supporting faculty and administration needs.
5. Utilized MS System Center Configuration Manager for software deployment and system monitoring.
6. Supported network operations, maintaining both wired and wireless connections for district devices.
7. Assisted in the setup and maintenance of VPN connections for remote access.
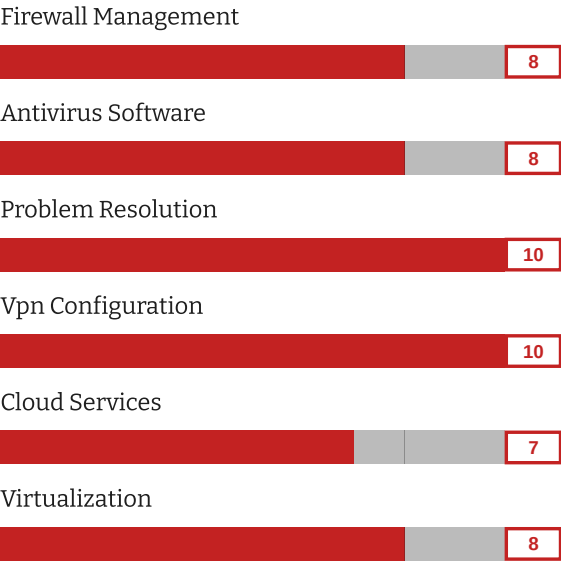
System Support Technician
Silver Lake Enterprises

📅 Mar / 2023-Mar / 2024
📍 Seattle, WA

1. Facilitated the migration of over 10,000 users from Windows XP to Windows 7, ensuring data security and compliance.
2. Utilized specialized tools for data migration, achieving a seamless transition with minimal disruption.
3. Provided end-user support during the migration process, resolving issues efficiently.
4. Supported applications including Microsoft Office and Lotus Notes, ensuring user proficiency.
5. Configured BitLocker for data encryption to secure sensitive information on external devices.
6. Demonstrated the ability to work independently while adhering to strict safety guidelines.

🎓 EDUCATION

Associate of Applied Science in Information Technology
Tech University

📅 Mar / 2022 - Mar / 2023
📍 Chicago, IL

Focused on technical support, networking, and system management.

💡 SKILLS

Firewall Management

| 8 |

Antivirus Software

| 8 |

Problem Resolution

| 10 |

Vpn Configuration

| 10 |

Cloud Services

| 7 |

Virtualization

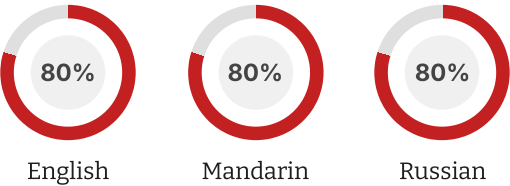| 8 |

✈ INTERESTS

🎤 Podcasts   🌐 Language Learning

🎵 Dancing   🚴 Cycling

✊ STRENGTHS

🖊 Intuition   👥 Leadership   🎧 Listening

👤 Mentorship

🌐 LANGUAGES

80% English

80% Mandarin

80% Russian

⭐ ACHIEVEMENTS

⭐ Successfully resolved over 95% of user-reported issues on the first call.

⭐ Streamlined the software installation process, reducing deployment time by 30%.