



# AVA DAVIS

## System Support Technician

### PROFESSIONAL SUMMARY

Experienced System Support Technician with a decade of expertise in troubleshooting and optimizing IT systems. Proven ability to enhance user satisfaction through effective technical support and proactive issue resolution. Committed to maintaining high operational standards and streamlining processes to drive overall efficiency.

### WORK EXPERIENCE

**System Support Technician** Mar / 2019–Ongoing  
**Maple Leaf Consulting** Toronto, ON

1. Documented technical issues and solutions for future reference.
2. Administered Windows Server 2008R2 Active Directory, DNS, DHCP, and Windows Deployment Services, facilitating seamless network operations.
3. Assisted in the development of IT support processes and workflows.
4. Provided technical support to teachers and students via phone, email, and chat, resolving issues efficiently.
5. Maintained accurate inventory of technology equipment through asset tagging and database updates.
6. Collaborated with the Network Administrator to troubleshoot, configure, and repair hardware as needed.
7. Delivered training sessions to staff on new software and hardware, boosting overall technical knowledge.

**System Support Technician** Mar / 2015–Mar / 2019  
**Summit Peak Industries** Denver, CO

1. Managed operating system updates and patches, ensuring optimal system security and performance.
2. Provided support for Avaya phone systems and trained students on Cisco routing and TCP/IP functions.
3. Implemented software and hardware upgrades, enhancing system reliability and user experience.
4. Worked with IT Operations and Network Teams to resolve service issues and improve operational efficiency.
5. Supported iPhone and Android devices, facilitating email client setups and troubleshooting.
6. Designed and installed office networks while performing regular maintenance and support.

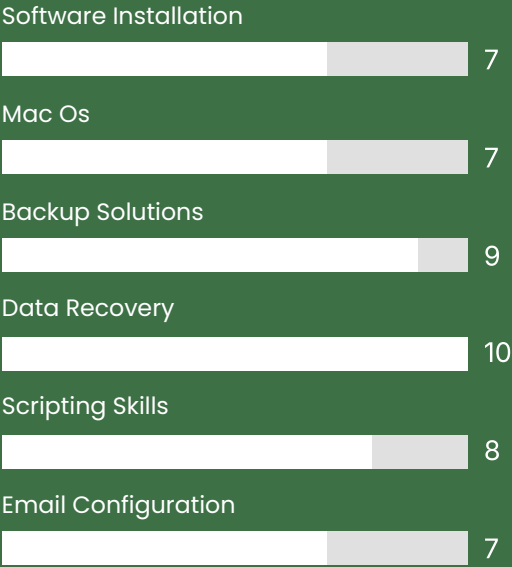
### EDUCATION

**Bachelor of Science in Information Technology** Mar / 2012 – Mar / 2015  
**Tech University** Toronto, ON

Focused on IT systems management and support, enhancing technical skills and knowledge.

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### SKILLS



### INTERESTS

- Scuba Diving E-sports  
Reading Fiction Puzzle Solving

### STRENGTHS

- Stewardship Teamwork  
Tenacity Vision

### LANGUAGES



### ACHIEVEMENTS

- Reduced system downtime by 30% through proactive maintenance and timely updates.
- Improved user satisfaction ratings by 25% through effective troubleshooting and support.