



# WILLIAM PEREZ

## Technical Service Specialist

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

### PROFESSIONAL SUMMARY

Proficient Technical Service Specialist with two years of hands-on experience in diagnosing technical issues and providing effective solutions. Demonstrated ability to enhance user satisfaction through tailored support and training. Committed to leveraging technical knowledge to streamline operations and improve customer experiences.

### WORK EXPERIENCE

**Technical Service Specialist**  
Maple Leaf Consulting

📅 Apr / 2024-Ongoing  
📍 Toronto, ON

1. Conducted system hardware and software upgrades, ensuring minimal downtime.
2. Developed and configured an image server for streamlined PC and laptop deployment.
3. Troubleshooted connectivity and hardware issues, providing timely solutions.
4. Implemented remote control tools to expedite problem resolution.
5. Collaborated with team members to achieve operational goals.
6. Maintained documentation for technical processes and user guides.
7. Trained users on new software applications and systems.

**Technical Service Specialist/Representative** 📅 Apr / 2023-Apr / 2024  
Summit Peak Industries

📍 Denver, CO

1. Provided helpdesk support during Windows 7 migration, ensuring smooth transitions.
2. Troubleshooted and repaired failed Windows 7 deployments efficiently.
3. Resolved application installation errors, enhancing software usability.
4. Assisted users with Microsoft Office 2010 suite inquiries.
5. Rebuilt and repaired user profiles in Windows 7 and XP.
6. Documented troubleshooting steps and solutions for future reference.

### EDUCATION

**Bachelor of Science in Information Technology**  
Tech University

📅 Apr / 2022 - Apr / 2023  
📍 Santa Monica, CA

Focused on systems management and technical support methodologies.

### SKILLS

Technical Training

System Configuration

Cybersecurity Basics

Client Relations

Incident Management

Service Level Agreements

### INTERESTS

🤿 Scuba Diving    🎮 E-sports  
📖 Reading Fiction    🧩 Puzzle Solving

### STRENGTHS

📋 Stewardship    👥 Teamwork  
🔑 Tenacity    📖 Vision

### LANGUAGES

English    Italian    Swahili

### ACHIEVEMENTS

- ★ Reduced average resolution time by 30% through effective troubleshooting.
- ★ Developed training materials that improved user onboarding experience by 25%.