



# MIA TAYLOR

Technical Support Analyst

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## PROFESSIONAL SUMMARY

Proficient Technical Support Analyst with two years of experience in diagnosing and resolving technical issues for users. Adept at delivering exceptional customer service and ensuring user satisfaction through effective communication. Passionate about leveraging technical expertise to enhance support processes and drive continuous improvement in user experience.

## WORK EXPERIENCE

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

1. Provided comprehensive support for all IT products and services, ensuring high user satisfaction.
2. Engaged with users to troubleshoot software and hardware issues, offering clear guidance.
3. Utilized ticketing systems to document customer interactions and track issue resolution.
4. Conducted in-depth research to resolve complex technical problems effectively.
5. Collaborated with team members to enhance support processes and improve service quality.
6. Maintained up-to-date knowledge of new technologies and their applications in support.
7. Developed training materials to assist users in understanding system functionalities.

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

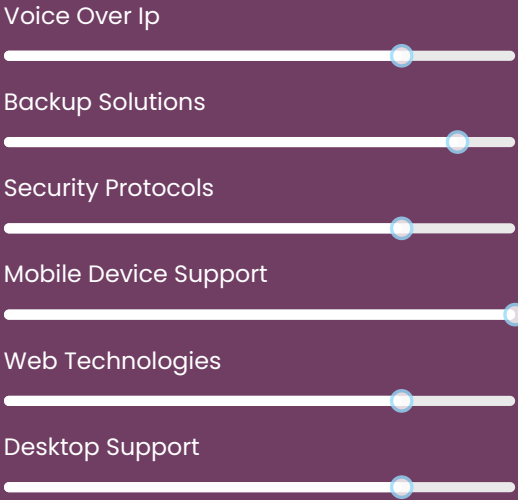
1. Assisted internal and external customers in testing and implementing new software products.
2. Created test scripts and documentation for troubleshooting common issues.
3. Provided backup support for data warehouse and product support queries.
4. Conducted user acceptance testing (UAT) for new product releases.
5. Collaborated with product managers to identify and resolve software defects.
6. Supported customers in solving both business and technical challenges effectively.

## EDUCATION

**Bachelor of Science in Information Technology** Apr / 2022 - Apr / 2023  
Pittsburgh Technical College Denver, CO

Pursuing a degree with a focus on systems support and technical services.

## SKILLS



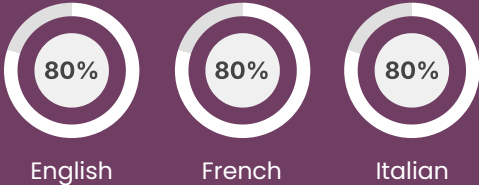
## INTERESTS

- Scuba Diving E-sports  
Reading Fiction Puzzle Solving

## STRENGTHS

- Stewardship Teamwork  
Tenacity Vision

## LANGUAGES



## ACHIEVEMENTS

- Resolved over 150 technical support tickets, achieving a 95% customer satisfaction rating.
- Created comprehensive user guides that reduced incoming support queries by 20%.