



ALEXANDER SCOTT

Technical Support Intern

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🌐 www.qwikresume.com

PROFESSIONAL SUMMARY

Tech-savvy individual with two years of experience in technical support, specializing in troubleshooting and customer assistance. Highly skilled in diagnosing hardware and software issues while delivering exceptional service. Passionate about leveraging technology to improve user experiences and committed to continuous professional development in a collaborative environment.

WORK EXPERIENCE

Technical Support Intern

📅 Mar / 2024-Ongoing

WidgetWorks Inc.

📍 Denver, CO

1. Collaborated with managers and engineers to design solutions tailored to customer needs.
2. Established maintenance schedules for technical equipment, enhancing operational efficiency.
3. Developed and maintained an inventory of parts and pricing for streamlined procurement.
4. Provided technical support for computer setup and maintenance, improving user experience.
5. Restored drives using imaging software and installed software suites in educational settings.
6. Supported classroom technology setups, including projector installations and cable management.
7. Participated in training sessions for Mac OS X support, enhancing technical skills.

Technical Support Intern

📅 Mar / 2023-Mar / 2024

Silver Lake Enterprises

📍 Seattle, WA

1. Provided phone support for clients, assisting with HTML and CSS web design issues.
2. Conducted database administration tasks, including usability and migration testing.
3. Assisted in troubleshooting hardware and software issues to support user needs.
4. Tested diagnostic equipment, contributing to quality assurance practices.
5. Created and executed SQL queries for effective data management.
6. Supported senior engineers in the design and configuration of new devices.

EDUCATION

Bachelor of Science in Information Technology

📅 Mar / 2022 - Mar / 2023

University of Technology

📍 Chicago, IL

Focused on technical support, systems analysis, and network management.

SKILLS

Analytical Thinking



Multitasking



Customer Support



Adaptability



Conflict Resolution



Customer Relationship



INTERESTS

★ Surfing

🥋 Martial Arts

🏠 Community Service

📝 Blogging

STRENGTHS

⌚ Patience

🏔 Perseverance

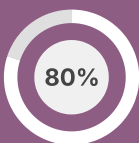
📅 Planning

⚙ Positivity

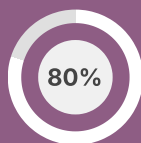
LANGUAGES



English



Polish



Mandarin

ACHIEVEMENTS

★ Enhanced user satisfaction ratings by 20% through effective troubleshooting.

★ Successfully reduced average resolution time for technical issues by 30%.