

# JACKSON TURNER

**Tech Support Assistant** 

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- (123) 456 7899
- Los Angeles
- www.qwikresume.com

#### **SKILLS**

**Technical Support Management** 9 Incident Tracking 9 Customer Service Skills

Mobile Device Support

Vpn Setup

Firewall Basics

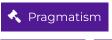
## **INTERESTS**

Birdwatching

Traveling

Sports Coaching Y Knitting

#### STRENGTHS









## **LANGUAGES**







English

Japanese

Mandarin

#### PROFESSIONAL SUMMARY

Driven Tech Support Assistant with two years of hands-on IT experience specializing in troubleshooting and user support. Proficient in diagnosing and resolving hardware and software issues, ensuring customer satisfaction through effective communication. Eager to leverage technical expertise and problem-solving skills to enhance team performance and contribute to a positive user experience.

### WORK EXPERIENCE

## **Tech Support Assistant**

Pineapple Enterprises

Mar/2024-Ongoing

📮 Santa Monica, CA

- 1. Created a user-friendly guide to assist in managing large datasets, optimizing system performance.
- 2. Resolved technical hardware and software issues, achieving a high firstcontact resolution rate.
- 3. Streamlined issue escalation procedures, enhancing response times and client satisfaction.
- 4. Participated in training sessions to bolster technical knowledge and support skills.
- 5. Provided phone support, assisting users with basic inquiries and technical problems.
- 6. Documented support interactions according to departmental protocols for quality assurance.
- 7. Collaborated with cross-functional teams to improve technical support processes.

## **Technical Support Intern**

Mar / 2023-Mar / 2024

Crescent Moon Design

**₮** Portland, OR

- 1. Assisted engineers in troubleshooting production issues for electrical systems, ensuring minimal downtime.
- 2. Managed data transfers and performed hardware updates for employees, enhancing operational efficiency.
- 3. Provided technical support via helpdesk, resolving software and hardware issues promptly.
- 4. Executed installations and repairs of hardware and software, ensuring optimal system functionality.
- 5. Supported sales and R&D departments by producing samples and conducting analyses.
- 6. Applied troubleshooting techniques to resolve user performance issues effectively.

#### **ACHIEVEMENTS**

Implemented a new ticketing system, increasing response efficiency by 30%.

Trained new team members on troubleshooting protocols, enhancing team capability.

# **EDUCATION**

Associate of Applied Science in Information Technology

Mar/ 2022

Mar/ 2023

Springfield Technical Community College

Toronto, ON

Focused on technical support and systems administration, equipping students with essential IT skills.

