



JACKSON TURNER

Tech Support Assistant

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

SKILLS

Technical Support Management



Incident Tracking



Customer Service Skills



Mobile Device Support



Vpn Setup



Firewall Basics



INTERESTS

📖 Birdwatching 🧳 Traveling
🏠 Sports Coaching 🏆 Knitting

STRENGTHS

🔧 Pragmatism 🍃 Sensitivity
❤️ Sincerity 📌 Stability

LANGUAGES



English



Japanese



Mandarin

ACHIEVEMENTS

- 🌟 Implemented a new ticketing system, increasing response efficiency by 30%.
- 🌟 Trained new team members on troubleshooting protocols, enhancing team capability.

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

📅 Mar / 2024-Ongoing
📍 Santa Monica, CA

Pineapple Enterprises

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

Technical Support Intern

📅 Mar / 2023-Mar / 2024
📍 Portland, OR

Crescent Moon Design

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

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.