



# NOAH WILLIAMS

Technical Support Officer

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

## SKILLS

Multitasking and Prioritization



Technical Writing



Scripting Skills



Performance Monitoring



System Security



## INTERESTS

📖 Birdwatching 🧳 Traveling

🏠 Sports Coaching 🧶 Knitting

## STRENGTHS

🔧 Pragmatism

🍃 Sensitivity

💖 Sincerity

⚓ Stability

## LANGUAGES



English



German



Polish

## ACHIEVEMENTS

★ Achieved a 95% customer satisfaction rating through effective troubleshooting and support.

★ Reduced average resolution time by 30% through improved documentation and training.

## PROFESSIONAL SUMMARY

Results-focused Technical Support Officer with 5 years of experience in resolving diverse technical issues and enhancing system functionality. Proficient in delivering exceptional IT support, optimizing user satisfaction, and streamlining processes. Eager to leverage my troubleshooting skills and technical knowledge to drive impactful solutions and foster strong relationships with clients.

## WORK EXPERIENCE

### Technical Support Officer

📅 Jan / 2021-Ongoing

Maple Leaf Consulting

📍 Toronto, ON

1. Granted access to shared folders and resources for team collaboration.
2. Deployed software to user workstations through SCCM, ensuring compliance and efficiency.
3. Assisted users in configuring various email clients and mobile devices.
4. Trained employees on software applications and system usage, enhancing overall productivity.
5. Developed programs for data extraction from mainframe systems, facilitating report generation.
6. Authored user manuals for in-house software, improving user engagement.
7. Managed the Electro Acoustics maintenance program, ensuring optimal service delivery.

### Technical Support Officer

📅 Jan / 2020-Jan / 2021

Lakeside Apparel Co

📍 Chicago, IL

1. Troubleshoot technical issues for British Telecom broadband customers, enhancing service quality.
2. Resolved client-related issues for AT&T, addressing internet, phone, and wireless network problems.
3. Assisted users in configuring DSL, broadband, and cable modems, improving connectivity.
4. Configured email clients across various platforms, ensuring seamless communication for users.
5. Guided users in utilizing different browsers to access emails on multiple operating systems.

## EDUCATION

### Bachelor of Science in Information Technology

📅 Jan / 2019 Jan / 2020

Tech University

📍 Phoenix, AZ

Focused on IT support, networking, and systems administration.