

# **NOAH WILLIAMS**

Technical Support Specialist

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Los Angeles 😯 www.qwikresume.com

## PROFESSIONAL SUMMARY

Resourceful Technical Support Specialist with 5 years of experience in resolving complex technical issues and enhancing user satisfaction. Expert in diagnosing software and hardware challenges, delivering exceptional support across multiple platforms. Passionate about continuous improvement and eager to join a forward-thinking team dedicated to innovative solutions.

## WORK EXPERIENCE

## **Technical Support Specialist**

# Apr / 2021-Ongoing

Blue Sky Innovations

Thicago, IL

- 1. Provided technical support for hardware and software issues via phone, email, and chat.
- 2. Diagnosed and resolved customer issues with operating systems and applications.
- 3. Utilized expert-level communication skills to deliver high-quality customer service in a fast-paced tier 1 help desk environment.
- 4. Collaborated with internal departments to escalate unresolved issues efficiently.
- 5. Investigated and resolved service issues through comprehensive research on various CMS systems.
- 6. Assisted users in troubleshooting network connectivity problems.
- 7. Documented solutions and best practices to enhance support processes.

#### Associate Technical Support Specialist

# Apr / 2020-Apr / 2021

Cactus Creek Solutions

- ₽ Phoenix, AZ
- 1. Analyzed customer issues to develop necessary actions, ensuring optimal satisfaction levels.
- 2. Met daily, weekly, and monthly metrics surrounding follow-up and customer satisfaction.
- 3. Maintained a comprehensive understanding of Client Care duties to assist as needed.
- 4. Researched and evaluated software products for organizational applicability.
- 5. Installed and configured selected software and hardware products.
- 6. Performed hardware repairs and coordinated with vendors for service continuity.

# **EDUCATION**

# Bachelor of Science in Information Technology

Apr / 2019

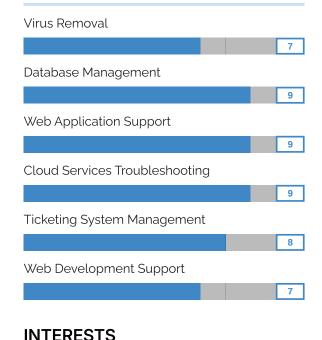
Apr / 2020

University of Technology

**耳** Denver, CO

Focused on systems support, networking, and customer service management.

## **SKILLS**



🖴 Fashion

Technology

## Film

**STRENGTHS** 

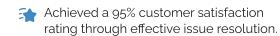
Gaming

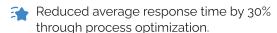


## LANGUAGES



## **ACHIEVEMENTS**





1 Implemented a new knowledge base that improved first-call resolution rates by 25%.