JACKSON TURNER
Technology Assistant/Analyst

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

SKILLS

Troubleshooting
10

Technical Support
10

User Account Management
8

System Maintenance
7

INTERESTS

🔭 Traveling   🍴 Cooking
🔨 Star Gazing   🗄 Collecting

STRENGTHS

🛡 Courage   ⚡ Agility
🤝 Diplomacy   ⏳ Patience

LANGUAGES

English   Dutch   French

ACHIEVEMENTS

⭐ Developed a streamlined process for IT support requests, reducing resolution time by 25%.

⭐ Implemented a training program for staff, improving technology utilization by 40%.

PROFESSIONAL SUMMARY

Goal as an employee is to meet or exceed personal and team objectives by applying creative problem-solving skills to provide effective and timely support for an exceptional client experience.

WORK EXPERIENCE

Technology Assistant/Analyst
WidgetWorks Inc.

📅 May / 2021-Ongoing
📍 Denver, CO

1. Networked and maintenance for Maize Middle School of approx.
2. Imaged and deployment of desktops, laptops, Chromebooks, Macs.
3. Maintained building printers and Xerox machines. Keeping a tight inventory of devices and supplies.
4. Installed and maintaining projectors and various audio-visual equipment.
5. Performed installation and repair of PCs, laser printers, and peripherals.
6. Provided solutions to technology-based problems.
7. Experienced in the use of the IT ticketing system and implementing a new ticketing system.

Technology Assistant
Summit Peak Industries

📅 May / 2018-May / 2021
📍 Denver, CO

1. Information Technology Support - Computers, Portable Carts, iPads, SmartBoards; Skyward & Infinite Campus Support; Curriculum; Installation, Hardware Consultant; NWEA Testing; District Technology Committee; Outlook Web Support; Confidential Info Mgmt;.
2. Highlights: Communicate effectively with teachers, students, parents and staff to support technology and training.
3. Establish strong relationships to gain support and effectively achieve results.
4. Entrusted to manage technology repair priority.
5. Provide timely, courteous and knowledgeable response to information requests and technology recommendations; maintain updates.
6. Develop comprehensive training manual to enable support for technology staff.

EDUCATION

Bachelor of Science in Information Technology
University of Oregon

📅 May / 2015 - May / 2018
📍 Chicago, IL

Focused on system administration, network management, and technical support.