Jane Doe

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**Location:** San Francisco, USA

Personable IT consultant with 4+ years of experience in a global technology firm. CompTIA A+ Certification. Scored region-leading QST rating based on internal review (98.76%). Seeking to leverage solid technical skills and abilities to advance my career as the next IT consultant for Pendulum.

# Work Experience

**IT Specialist**

*February 2016 – Present*

**Sunsync, San Francisco**

I coached newly-hired IT specialists on advanced technical procedures.

Assisted clients with diagnosis of software and hardware issues and concerns.

Encouraged timely and relevant upgrades for clients’ products as necessary.

Identified new parts-ordering solution which led to a client wait time reduction of 20% and an increase in client satisfaction by 40%

Assisted IT director with administration applications, reducing workload by 25%

**Help Desk Agent**

*August 2014–February 2016*

**Call Centre Services, San Francisco**

Coached other help desk support agents on technical duties and managed hardware and software training on product catalog.

Encouraged and influenced email and phone clients to make software-pairing decisions based on budget and need.

Instituted customer promotional survey to assess software demand, which soon became adopted call center-wide.

Identified ticketing management solution which led to a queue reduction of 23%.

Assisted IT manager as liaison to clients on software updates, reducing workload by 52%.

# Education

**BSc Computer Science, September 2010–June 2014**

*University of London, England, UK*

# Skills

* Agile Development
* Attention to Detail
* Database Administration
* Time Management
* UI / UX
* Multitasking
* Devops Debugger 5000 Use
* Analytical Skills
* Microsoft Azure and AWS cloud
* Linux
* Python, C++

# Certifications and Qualifications

* CompTIA A+, CompTIA Network+, and CompTIA Security+ Certifications
* Microsoft Certified Technology Specialist
* Citrix Certified Enterprise Engineer
* VMware Certified Design Expert (VCDX)

# Other Interests

In my spare time, I read technology magazines in order to remain up to date on upcoming technology and techniques. I enjoy running and playing tennis to remain fit, and I volunteer in a charity marathon once every year. I also enjoy travelling and try to do so whenever I am able.