HELP DESK RESUME SAMPLE

123 Your Address
City, State, Zip Code
(xxx) xxx-xxxx
your@email.com

IT Help Desk Specialist with 6+ years of hands-on experience delivering technical support, managing IT operations, and supporting users with a variety of technical issues. Skilled in aligning end-user needs with long-term resolutions to complex IT challenges.

PROFESSIONAL EXPERIENCE

DISCOVERY BENEFITS, FARGO, ND
IT Help Desk Specialist, August 2016–present

- Conduct troubleshooting to resolve IT-related and application issues for 2,000+ users
- Consistently meet call handling goals by closing an average of 47 calls per day with an 80% first call resolution ratio
- Developed and implemented an efficient ticketing system to monitor incoming service desk tickets, track incidents, and troubleshoot issues
- Provide clients with information on available upgrades and troubleshoot computer-related problems for internal and external clients
- Administer all aspects of active directory group policy such as creating and managing end-user accounts using active directory

TIE NATIONAL, LLC., AURORA, IL
IT Help Desk Specialist, July 2013–August 2016

- Diagnosed and resolved a range of software, hardware, and connectivity issues while delivering technical training on hardware/software to end-users
- Acted as a single point-of-contact for managing telecommunications, data networking, and other technology services from installation to maintenance
- Delivered IT support to multi-million dollar corporations and franchises remotely and by dispatching subcontractors into the field
- Grew franchise account base by 20%, working directly with franchise owners
- Repaired emergency networking issues with 24/7 remote support to avoid potential loss of revenue for franchises and corporations

EDUCATION

LOS MEDANOS JUNIOR COLLEGE, PITTSBURGH, CA
Associate of Computer Science, May 2011

- Honors: *cum laude* (GPA: 3.6/4.0)

ADDITIONAL SKILLS

- Expert in Microsoft Office (Word, Excel, and PowerPoint)
- Proficient in helpdesk ticket system such as Service Now, Remedy, and Manage Engine
- Understanding of TCP/IP and LAN/WAN technologies