

Jessica Claire

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PROFESSIONAL SUMMARY

Methodical IT team member knowledgeable about networking, project management and disaster recovery. Capable of installing hardware, updating software and managing LAN systems. Clear and open communicator with excellent planning and problem-solving skills.

SKILLS

- Software updates
- Hardware installations
- End-user support
- LAN protocols
- Excellent interpersonal skills
- Device configuration
- Network administration
- Employee training and development
- Task Prioritization
- Problem-solving skills
- Advanced computer proficiency

WORK HISTORY

INFORMATION TECHNOLOGY SPECIALIST 06/2014 to CURRENT

Logicmonitor | Stockholm, ME

- Managed customers' expectations of support and technology functionality in order to provide positive user experience.
- Trained and supported end-users with software, hardware and network standards and use processes.
- Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.
- Controlled and managed server room, wireless network, server infrastructure, audiovisual equipment, laptops and video conferencing equipment.
- Provided Tier 1 IT support to non-technical internal users through desk side support services.
- Consulted with network engineering staff to evaluate hardware and software requirements for new system development.
- Set up network profiles, security permissions and file sharing systems.
- Developed and maintained strong client relationships to ensure delivery of exceptional customer service and problem resolution.
- Facilitated best user experience through continuous support, training classes, webinars, improvements and communication of system changes.
- Loaded software, granted permissions and configured hardware for new employees as part of onboarding process.

INFORMATION SYSTEMS TECHNICIAN 10/2001 to 06/2014

Nes Associates | Pawcatuck, CT

- Developed and maintained strong client relationships to ensure delivery of exceptional customer service and problem resolution.
- Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.
- Followed up with clients to ensure optimal customer satisfaction following support engagement and problem resolution.
- Built and provided basic end-user troubleshooting and desktop support on Windows, Linux and Mac systems.
- Provided Tier 1 IT support to non-technical internal users through desk side support services.
- Monitored multiple Windows servers, network connections, firewalls and corporate filters to maintain maximum up-time and functionality.
- Managed customers' expectations of support and technology functionality in order to provide positive user experience.
- Loaded software, granted permissions and configured hardware for new employees as part of onboarding process.
- Engaged end users and answered questions via email, phone, website live chat and in forums.
- Installed, configured and patched user hardware and software.
- Handled service requests, including initial troubleshooting and escalation.

IT TECHNICIAN 11/1999 to 08/2001

Capital Vacations | North Myrtle Beach, SC

- Removed and replaced malfunctioning components to correct hardware problems.
- Configured hardware, devices and software to set up work stations for employees.
- Removed malware, ransomware and other threats from laptops and desktop systems.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Followed up with clients to ensure optimal customer satisfaction following support engagement and problem resolution.
- Documented all transactions and support interactions in system for future reference and addition to knowledge base.
- Engaged end users and answered questions via email, phone, website live chat and in forums.

IT SUPPORT SPECIALIST 01/1996 to 10/1999

Fairstead | Philadelphia, PA

- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Followed up with clients to ensure optimal customer satisfaction following support engagement and problem resolution.
- Broke down and evaluated user problems using test scripts, personal expertise and probing questions.
- Removed and replaced malfunctioning components to correct hardware problems.
- Configured hardware, devices and software to set up work stations for employees.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Demonstrated professionalism and courtesy with customers while working to resolve complaints, problems or respond to questions.
- Engaged end users and answered questions via email, phone, website live chat and in forums.

EDUCATION

Associate of Science | Management Information Systems
Park University, Kansas City, MO