

IT Support Specialist Resume

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Dedicated IT professional with 5+ years of experience providing IT support and maintenance. Managed 20+ cases daily for on-site and remote users. Familiar with ITSM and ITIL.

CERTIFICATIONS

CompTIA A+ (2014)

Information Technology Infrastructure Library v3 Practitioner (2016)

Microsoft Certified Solutions Expert (2020)

PROFESSIONAL EXPERIENCE

AURORA

San Francisco, CA

Technical Support Specialist

October 2018–Present

- Investigate and respond to support requests via email, phone and remote control software
- Enhance support processes and procedures, resulting in a 94% end-user satisfaction rate
- Research new technologies and provide training to staff across all departments to optimize productivity
- Install, configure and manage laptops, phones, printers and other devices for 80+ employees

DICE

San Francisco, CA

Desktop Support Engineer

July 2015–October 2018

- Performed network, software and hardware troubleshooting to ensure all systems and 40+ workstations were operating optimally
- Created and updated IT support documentation and user guides, leading to a 15% decrease in tickets
- Configured and managed Windows 10 builds using Microsoft MECM
- Conducted onboarding and offboarding, including administering email and user accounts

EDUCATION

Binghamton University

Binghamton, NY

Bachelor of Arts in Computer Science,

2011–2015

- GPA: 3.8

ADDITIONAL SKILLS

- Proficient in Java, CS++, HTML 5, Zendesk, ServiceNow, MECM, Windows 10, Mac OS