TECHNICAL RESUME

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

Analytical and solution-focused professional with 6+ years of experience in delivering technical support and resolving end-user issues. Track record of installing, configuring, and maintaining software, hardware, and networks. Focused on system efficiency and sustainability. Seeking to leverage a broad technical background to secure a challenging position as a technical support specialist.

PROFESSIONAL EXPERIENCE

ENTERPRISE HOLDINGS INC., Lexington, KY
IT Support Specialist, September 2015–Present

- Provide proactive technical support and troubleshooting to 5000+ users on a wide range of IT-related issues
- Ensure timely resolution of all issues by maintaining consistent communication with end-users and making follow-up calls
- Develop up-to-date knowledge of company products and services to deliver support and service solutions in a better way
- Troubleshoot software and hardware failures and identify network problems related to personal (desktop or laptop) computers
- Manage backup systems for software and data in secured onsite environment

CAROLLO ENGINEERS, Austin, TX
Technical Support Specialist, June 2011–August 2015

- Delivered technical support to 20+ company clients via phone, email, remote desktop and in-person support to troubleshoot and resolve all Mac and PC related issues
- Administered the enterprise-wide infrastructure consisting of hardware, software, LAN, and telecom systems
- Conducted 150+ visits per year to statewide company offices to install, upgrade and troubleshoot business and communication software
- Utilized strong technical expertise in delivering internal/external helpdesk support for 130K+ staff and all company products

EDUCATION

UNIVERSITY OF SOUTH FLORIDA, Tampa, FL
Bachelor of Science in Information Technology, May 2011

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

ADDITIONAL SKILLS

- Expert in Microsoft Office and Microsoft OS - Windows 7, Windows 10
- In-depth knowledge of WAN/LAN - TCP/IP, Desktops/Laptops, Cisco Routers/Switches