**SUMMARY**

I am a highly motivated IT support technician seeking a role in a dynamic, growth-oriented company focused on cultivating exceptional customer experience and a positive work environment. With experience handling networking concerns, implementing new software, installing new hardware, and addressing user concerns, I bring attention to detail and a dedication to technical improvement to each job.

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| Skills  Documentation, Excel , Microsoft office sales, Data Entry, CRM, Photoshop , Technical Support, Illustrator, Python, Call Center, CompTIA, Desktop Support, Help Desk, Service Desk, Tech Support, Helpdesk Support, VPN, Mobile phone  Education  **Information Technology**  ***Detroit school of Information Technology***  2019  CERTFICATES  **CompTIA A+**  March 2019-2022  **Google Analytics**  June 2019-2022  **CompTIA Network+**  January 2020-2023 |  | Experience  **IT ENGINEER (CONTRACT)**  ***RELIAQUEST -* 05/2020 to current**   * Managed multiple projects simultaneously * Worked with inter-disciplinary teams to craft IT solutions * Communicated complex information to a non-technological audience * Troubleshooted technology problems and achieved a high user satisfaction rating while consistently logging and monitoring ticket status to ensure fast, quality resolution for every issue * Closed 96% of trouble tickets on the first call without escalation     **IT HELPDESK TECHNICIAN (CONTRACT)**  ***CDW - 10/2019 to 3/2020***   * Performed troubleshooting using different diagnostic techniques and resolved technical hardware and/or software issues * Provided quick resolution and excellent customer service and redirected unresolved issues to the next level of support personnel * Maintained technical documentation and service catalog on installation of software, configuration of hardware and problem troubleshooting   **IT HELPDESK SPECIALIST**  ***Modern Management - 12/2018 to 08/2019***   * Assisted in creating ideas to market our products and services, which increased new client sales and created, developed, and maintained professional contacts across assigned territory   **IT HELPDESK /CUSTOMER SUPPORT TECHINICIAN**  ***Rent-A-Center – 09/2017 to 08/2018***   * Prepared product and service reports by collecting and analyzing customer information and contributed to team effort by accomplishing related results as needed * Documented conversations with customers to track requests, problems, and solutions |