

Lital Ben Yaakov

Summary:

Results-oriented Helpdesk Support Specialist with a proven track record of resolving user issues quickly and efficiently. Contributed to improving user satisfaction and reducing helpdesk ticket volume. Possesses strong interpersonal skills and a positive attitude, ensuring a productive and supportive user experience.

Work Experience:

- **IT Support - Helpdesk Specialist**
 - (Dates of Employment - Please add dates if available)
 - **Provided timely and effective technical support to end-users.**
 - **Resolved hardware and software issues, ensuring minimal downtime.**
 - **Contributed to improving user satisfaction through efficient problem resolution.**
 - **Reduced helpdesk ticket volume by implementing proactive troubleshooting solutions.**
 - **Maintained accurate records of support requests and resolutions.**
 - **(Add specific examples of problem-solving and user satisfaction improvements.)**

Education:

- **(Please add education information if available)**

Skills:

- **IT Support (Helpdesk)**
- **Technical Troubleshooting**
- **Hardware & Software Support**
- **User Satisfaction**
- **Communication (Verbal & Written)**
- **Interpersonal Skills**
- **Customer Service**
- **(Add specific helpdesk software or tools proficiency, e.g., ticketing systems, remote support tools)**

Languages:

- **English - Fluent**
- **Hebrew - Fluent**