

Josh Silva

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Experienced Help Desk Technician

Extensive customer support, troubleshooting, and technical experience as follows:

Customer support	Network connectivity	Windows OS
Ticketing systems	Hardware repair	TCP/IP
File servers	Manage inventory	Wireless networks
Tape backups	PC software	Microsoft Office

Professional Experience

Credentialed and effective professional with a reputation for dependability.

Resolved clients' technical concerns in 50% of the time of peer group by developing a simple and easily deployable troubleshooting tool.

Successfully solved over 1,000 help desk requests in 2 years, including active directory, LAN, WAN, virus protection, and email needs.

Selected to respond to dozens of the most difficult IT needs because of exceptional customer service skills.

Accurately documented 100% of all help desk tickets from initiation through completion by tracking, logging, and trending issue resolution.

Performed complex data migration with zero downtime by developing project plan and timeline and following through.

Trained over 20 other help desk technicians on Windows operating systems and the Microsoft Office Suite.

Created online database to successfully manage a \$300,000 inventory.

Work Chronology

Help Desk Technician, IT World, Philadelphia, PA	2014-2016
Associate, Bill's Grocery, Philadelphia, PA	2011-2014
Landscapeer, Trees-R-Us, Columbus, OH	2010-2011
Carpenter, Build It, Philadelphia, PA	2007-2010

Education and Certifications

A+ certification	2014
Class-certified technician (CCT)	2013
College courses in computer science, Boulder Falls Community College	2012-2013
High school diploma, Superior High School, Anytown, PA	2008-2012