

## Professional Summary

Experienced and dedicated computer technician with a proven track record in optimizing Windows systems for enhanced performance and efficiency. Skilled in troubleshooting, malware removal, hardware upgrades, and providing top-notch technical support to ensure seamless computer operations. Committed to delivering exceptional service and improving user experiences.

## Technical Skills

Windows OS Optimization  
System Troubleshooting  
Malware Detection and Removal  
Hardware Upgrades and Installation  
Network Configuration and Support  
Software Installation and Configuration  
Data Backup and Recovery  
Customer Service and Support  
Professional Experience

Computer Technician  
Self-employed  
2016 – Present

Diagnose and resolve technical issues with Windows operating systems, ensuring optimal performance and user satisfaction.  
Perform system cleanups, malware removal, and software updates to enhance security and functionality.  
Conduct hardware upgrades and installations, including RAM, hard drives, and peripheral devices.  
Provide remote and on-site technical support to clients, addressing and resolving their computer-related concerns promptly.  
Educate users on best practices for maintaining system health and preventing future issues.

Technical Support Specialist  
Lifelong Experience

Provided technical support and troubleshooting for a wide range of hardware and software issues.  
Assisted in network setup and configuration, ensuring reliable and secure connectivity.  
Conducted data backup and recovery processes to protect client information and prevent data loss.  
Delivered exceptional customer service, maintaining a high level of client satisfaction and loyalty.  
Developed and maintained documentation for common technical issues and solutions to improve support efficiency.

## Education

3 A Levels in Computer Science  
[Institution Name Withheld]

Extended Diploma in Computer Science  
[Institution Name Withheld]

## Projects

System Optimization Project: Led a project to optimize the performance of 50+ Windows workstations, resulting in at least a 60% increase in speed and efficiency.  
Network Upgrade: Successfully upgraded the network infrastructure for a small business, enhancing connectivity and reducing downtime by 80%.

## References

Available upon request.