

IT Support Case Study — 95% Issue Resolution & 30% Downtime Reduction

This case study summarizes IT Support work performed at Clearwox Systems.

Key Achievements: - Achieved a 95% first-contact resolution rate across user-reported technical issues. - Reduced operational downtime by 30% through proactive system optimization. - Troubleshoot Windows OS issues, network connectivity faults, access problems, and device failures. - Documented tickets accurately and performed effective escalation when necessary.

Work Included: - Diagnosing hardware and software problems. - Performing system checks, updates, and maintenance. - Providing remote and onsite IT support. - Enhancing processes to improve user experience and IT reliability.