**CV1-IT Support Specialist**

**Name**: Jason Lee  
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**Location**: Dublin, Ireland

**Professional Summary**

IT Support Specialist with 4+ years of experience providing technical support, troubleshooting hardware/software issues, and maintaining network systems. Adept at delivering high-quality service in fast-paced environments.

**Education**

**BSc in Computer Science**  
Technological University Dublin | 2018 – 2022

**Experience**

**IT Support Technician**  
XYZ Tech Solutions, Dublin | Jun 2022 – Present

* Provided desktop support to over 200 users
* Maintained IT inventory and resolved hardware issues
* Installed and configured software and OS updates

**IT Intern**  
ABC Systems, Dublin | Jan 2021 – May 2021

* Assisted in system upgrades and ticketing management
* Documented IT procedures and created user manuals

**Skills**

* Windows/Linux OS
* Active Directory
* Network troubleshooting
* Office 365

**Certifications**

* CompTIA A+
* Microsoft Certified: Azure Fundamentals

**Autobiography:** I have always been fascinated by how technology shapes the world. From a young age, I enjoyed solving technical puzzles and learning how systems work behind the scenes. After completing my Bachelor's degree in Computer Science, I worked on multiple enterprise software projects that honed my programming, systems design, and troubleshooting skills. My passion lies in creating efficient, secure, and scalable solutions. I take pride in staying current with emerging technologies and continuously learning to improve. I am excited to bring my technical expertise and collaborative spirit to an innovative team where I can contribute meaningfully to digital transformation initiatives.