

Program Tester

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Summary

Highly motivated and detail-oriented individual with proven experience in IT support and problem-solving seeking a Customer Support Technician position at Ricoh. Possessing strong technical skills in macOS, Windows, Microsoft 365, and Active Directory, along with experience in hardware asset management and troubleshooting. Eager to leverage skills and experience to contribute to a dynamic team and provide exceptional customer support.

Experience

- **IT Intern, Bridgewater State University** | *Summer 2024*
 - Provided first and second-line technical support to faculty, staff, and students.
 - Troubleshooted hardware and software issues, resolving incidents and service requests efficiently.
 - Assisted with the setup and maintenance of computer labs and network infrastructure.

Skills

- **Operating Systems:** macOS (Big Sur/Monterey/Ventura), Windows 10/11
- **Device Management:** Jamf (Apple Device Management)
- **Active Directory & Group Policy:** User account management, group policy configuration, troubleshooting.
- **Microsoft Office 365:** Proficient in Word, Excel, PowerPoint, Outlook, and Teams.
- **SharePoint & Collaboration Tools:** Experience with SharePoint and other collaboration platforms.
- **Networking:** Knowledge of industry-leading switches and wireless networks, including fiber.
- **Hardware:** Laptop and desktop PC diagnosis, troubleshooting and repair. Experience with various peripherals.
- **Hardware Asset Management:** Inventory management, stock control, and audits.
- **ITIL Foundation:** (Desirable – mention if certified)
- **Problem-Solving & Troubleshooting:** Excellent analytical and problem-solving skills.
- **Communication:** Excellent written and verbal communication skills, capable of interacting with diverse individuals at all levels.
- **Customer Service:** Dedicated to providing high-quality customer service and exceeding expectations.

- **Time Management & Organization:** Strong ability to prioritize tasks, manage time effectively, and meet deadlines in a fast-paced environment.

Education

- **Bridgewater State University** | Bachelor of Science in [Major], Expected Graduation: [Date]
 - Relevant Coursework: COMP 490-003 Senior Design & Development S25, [List other relevant courses]

Projects

- **Project 1, Sprint 1:** [Brief description of project and contribution]
- **Project 2, Sprint 2:** [Brief description of project and contribution]

References

Available upon request.