John Smith

Technical Support Specialist

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PROFESSIONAL SUMMARY

Technical support specialist with 4 years of experience in IT helpdesk and software troubleshooting. Strong analytical skills combined with excellent customer service abilities. Certified in CompTIA A+ and ITIL Foundation. Adept at explaining technical concepts to non-technical users and resolving complex issues efficiently.

WORK EXPERIENCE

Technical Support Specialist

GlobalTech Support Services, Pasig City, Philippines | August 2020 - Present

Providing tier 2 technical support for software and hardware issues

Key Responsibilities:

- Diagnose and resolve complex technical issues via phone, email, and remote desktop
- Escalate critical issues to tier 3 support or engineering teams
- Document troubleshooting steps and solutions in knowledge base
- Maintain 95% first contact resolution rate
- Train junior technical support representatives

Key Achievements:

- Reduced ticket resolution time by 20% through process improvements
- Created 50+ knowledge base articles used company-wide
- Promoted to Tier 2 support within 6 months

IT Support Representative

TechAssist Philippines, Taguig City, Philippines | March 2019 - July 2020

First-line technical support for enterprise software clients

Key Responsibilities:

- Provided tier 1 technical support for business software applications
- Assisted users with password resets, account access, and basic troubleshooting
- Logged all support interactions in ticketing system
- Achieved monthly performance targets for ticket resolution

Key Achievements:

- Maintained 97% customer satisfaction rating
- Completed CompTIA A+ certification

EDUCATION

Bachelor of Science in Information Technology

De La Salle University | June 2011 - April 2015 | 3.4 GPA

Focus on network administration and systems support

SKILLS

Core Competency: Technical Support (Expert)

Technical: Windows OS (Expert)

Software: Remote Desktop Tools (Advanced), Ticketing Systems (Advanced)

Soft Skill: Problem Solving (Expert)

ADDITIONAL INFORMATION

Status: Open to new opportunities

Preferred Work Setup: Hybrid

Preferred Shift: Day

Expected Salary: PHP 30,000 - 40,000