

Technical Support Specialist

Chen Wei Country: Singapore Contact: +65 (9) 1234-5678 | chen.wei@email.sg | Singapore
Birthday: October 26, 2000 Summary: Customer-focused Technical Support Specialist with 1 year of hands-on experience providing effective technical assistance and ensuring high levels of customer satisfaction. Proficient in rapidly diagnosing and troubleshooting complex operating system, software application, and network connectivity issues across diverse platforms.
Education: Diploma in Information Technology, Singapore Polytechnic (2022) - Achieved distinction for final year project on network security. Experience:

- **Technical Support Specialist, Global Software Co.** (2023-Present):
 - Provided comprehensive remote and in-person technical support for a wide range of software and hardware products, serving a diverse client base.
 - Consistently resolved over 50 technical support tickets per week, maintaining an exceptional customer satisfaction (CSAT) score of 90% or higher through empathetic communication and effective problem-solving.
 - Expertly diagnosed and resolved intricate operating system errors across Windows, macOS, and Linux environments, including system crashes, driver conflicts, and performance bottlenecks.
 - Troubleshooted and resolved various network connectivity issues, including Wi-Fi problems, VPN configuration challenges, and basic routing issues, ensuring seamless user access.
 - Proficiently utilized Zendesk for efficient ticket management, tracking, and escalation, adhering to strict service level agreements (SLAs).
 - Actively contributed to the company's knowledge base by documenting common issues and their resolutions, empowering both customers and internal teams with self-help resources.
- **IT Intern, Local Business Solutions** (2022-2023):
 - Assisted with the setup and configuration of new workstations and peripherals for incoming employees, ensuring all systems were fully functional and secure.
 - Provided foundational IT support to internal staff, addressing queries related to software installation, email configuration, and basic hardware functionality.
 - Gained practical experience in IT asset management, including inventory tracking and equipment deployment.

Key Skills:

- **Technical Troubleshooting:** Advanced diagnostic capabilities for OS (Windows, macOS, Linux), software applications, hardware components, and network infrastructure.
- **Customer Service Excellence:** Strong interpersonal and communication skills, adept at de-escalating stressful situations and ensuring positive customer experiences.
- **Ticketing Systems:** Proficient in Zendesk and other IT service management platforms for efficient workflow and incident resolution.

- **Operating Systems:** In-depth knowledge of Windows 10/11, macOS, and various Linux distributions (e.g., Ubuntu, Fedora).
- **Networking Basics:** Solid understanding of TCP/IP, DNS, DHCP, Wi-Fi protocols, and basic network troubleshooting.
- **Productivity Suites:** Expert user of Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and Google Workspace.
- **Problem Solving:** Analytical and systematic approach to identifying root causes and implementing effective solutions.
- **Documentation:** Skilled in creating clear and concise technical documentation and knowledge base articles.

Awards:

- **Customer Service Excellence Award, Global Software Co.** (Q4 2023): Recognized for consistently achieving the highest customer satisfaction scores within the technical support team.
- **Innovation Challenge Runner-Up, Singapore Polytechnic** (2022): Awarded for developing an innovative solution to a common IT support challenge during academic studies.