

Contact Information:

- Phone: +1 (555) 987-6543
- Email: ittech@example.com
- Location: San Francisco, CA
- LinkedIn: [linkedin.com/in/it-tech-profile](https://www.linkedin.com/in/it-tech-profile)

Professional Summary:

Dedicated IT Technician with over 5 years of experience in providing technical support, troubleshooting hardware and software issues, and ensuring the smooth operation of IT infrastructure. Adept at managing computer systems, resolving network connectivity issues, and supporting end users. Known for exceptional problem-solving abilities, strong communication skills, and ability to manage multiple tasks in a fast-paced environment.

Skills:

- Troubleshooting hardware and software issues
- Network setup and management (LAN, VPN, Wi-Fi)
- Operating systems: Windows, macOS, Linux
- Hardware repair and maintenance
- IT security and data protection
- Technical support and help desk operations
- Installation and configuration of software and applications
- Knowledge of cloud platforms (e.g., AWS, Google Cloud)
- Strong communication and customer service skills

Professional Experience:

IT Technician

Tech Solutions Inc. — San Francisco, CA

March 2020 - Present

- Provided technical support to over 150 end users, diagnosing and resolving hardware, software, and network issues.

- Managed daily IT operations, including software installations, system updates, and data backups.
- Assisted with network administration, including router configuration, VPN setup, and troubleshooting connectivity issues.
- Implemented security measures, ensuring that antivirus software and firewalls were properly configured on all devices.
- Trained staff on software applications, best practices for security, and how to troubleshoot common issues.

IT Support Specialist

Global Tech Support — San Francisco, CA

June 2017 - February 2020

- Delivered remote and in-person technical support, troubleshooting both hardware and software problems for clients.
- Assisted in the setup and configuration of workstations, laptops, and peripheral devices for new employees.
- Maintained and upgraded internal systems and networks, ensuring that all equipment met company standards.
- Managed helpdesk ticketing system and provided timely resolutions to customer issues.
- Conducted system backups and restored data for clients following equipment failures.

IT Intern

TechPro Solutions — San Francisco, CA

January 2016 - May 2017

- Assisted senior technicians in diagnosing hardware and software issues, and performing system repairs.
- Installed, configured, and tested new software applications and operating systems.
- Provided technical support to employees and resolved daily IT-related issues.
- Assisted in network setup and cable management for office expansions.

Education:

Bachelor of Science in Information Technology

University of California, San Francisco

Graduated: 2017

Certifications:

- CompTIA A+ Certification
- CompTIA Network+ Certification
- Cisco Certified Network Associate (CCNA)
- Microsoft Certified: Windows 10
- ITIL Foundation Certification

Languages:

- English (Fluent)
- Spanish (Basic)