

Christian Jimenez

Dallas, TX, 214.402.5847, cejimenez5775@gmail.com

PROFILE

Results-driven IT Support Specialist with extensive experience in managing technical support and delivering exceptional customer service in educational settings. Skilled in troubleshooting a wide range of hardware and software issues, consistently achieving high user satisfaction. Exhibited leadership by mentoring and training team members, enhancing overall service quality. Recently earned CompTIA A+ certification and currently pursuing CompTIA Security+ certification to deepen expertise in cybersecurity. Committed to continuous learning and eager to leverage technical knowledge alongside a customer-focused approach to drive organizational success.

EMPLOYMENT HISTORY

Feb 2024 — Present

IT SUPPORT TECHNICIAN, Dallas Independent School District

Dallas

- Proactively resolved over 40-50 IT tickets per week using ServiceNow, ensuring minimal downtime and seamless operations.
- Reimaged and deployed Windows 10/11 devices via SCCM and Intune, enhancing system integrity and user experience.
- Executed timely updates on Chromebooks and reimaged/upgraded macOS devices, achieving a 25% increase in performance and security compliance.
- Provided expert troubleshooting for local and network printers.
- Diagnosed and resolved BitLocker recovery key issues and Blue Screen of Death (BSOD) errors, improving system reliability and user confidence.
- Delivered on-site tech support across three schools, resolving urgent tech issues promptly and ensuring a 95% satisfaction rate among educators.
- Configured devices for domain joining, ensuring secure network integration and compliance with IT policies.
- Consistently provided prompt resolutions to hardware and software issues, driving a 20% improvement in service delivery ratings.
- Prepared high school devices for testing by conducting updates and mock tests, resulting in a seamless testing day with zero technical issues.

Nov 2016 — May 2022

CUSTOMER SERVICE MANAGER, State Farm Agency

Dallas

- Led a team of sales representatives, driving operational efficiency and ensuring seamless workflow that boosted team performance by 20%.
- Tackled complex customer challenges with a technical focus, delivering swift, effective solutions that maintained a 95% customer satisfaction rate.
- Developed and implemented training programs on customer service best practices, resulting in a 30% improvement in team performance and professional growth in technical support.
- Enhanced customer retention by implementing improved issue resolution processes and service enhancements, contributing to overall user satisfaction.
- Managed service metrics and gathered customer feedback, driving targeted improvements that elevated the overall customer experience.
- Developed strategies for seamless collaboration with internal IT teams to meet service goals and ensure consistent support.
- Streamlined workflows and optimized service delivery, increasing efficiency in resolving technical inquiries.
- Delivered timely resolutions to client concerns, leading to significant increases in customer satisfaction rates and reinforcing loyalty.

EDUCATION

Oct 2024 — Present

Bachelors of Cybersecurity and Information Assurance, Western Governors University

Salt Lake City

Aug 2017 — Aug 2020

Associates of Computer Science, Dallas College

Dallas

CERTIFICATIONS

CompTIA A+

Google IT Certification

SKILLS	Technical Support	Printer Troubleshooting:
	Problem Solving	ServiceNow
	Operating Systems: Mac, Chromebooks, Windows, iPads	Google Workspace (Docs, Sheets, Drive)
	Microsoft Office 365	
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LANGUAGES	English	Spanish