

# **Holly Young**

San Antonio, TX | 210-555-0100 | hyoung@email.com

## **Summary**

Recent IT graduate with two years of experience in completing troubleshooting operations and providing technical support to customers. Skilled in reviewing system designs, analyzing program codes to identify improvement opportunities and creating applications that meet specific program specifications and goals.

## **Education**

Green River University  
Bachelor's in information technology

## **Experience**

**Junction Valley Technical Services | San Antonio, TX, Technical Support Representative**

**March 2021 – Current**

- Troubleshoot customer computer systems to identify maintenance and repair needs
- Provide detailed instructions to customers to update software or improve computer functions
- Collaborate with 15 technical support representatives to determine best troubleshooting strategies
- Research company software specifications to provide accurate support to over 1K customers
- Record daily activities to identify consumer feedback trends to help provide direction for software improvements for development teams

**Crane & Jenkins Retailers | San Antonio, TX, Customer Service Representative**

**May 2020 – March 2021**

- Provided comprehensive support to customers by answering questions and providing advice
- Assisted customers to ensure optimal satisfaction by providing directions to specific products
- Used company software to update customer accounts during customer phone conversations

## **Certifications**

- Certified Information Systems Security Professional, The Technical System Training Institute

## **Skills**

- Attention to detail
- Troubleshooting
- Customer service
- Continuous improvement
- Communication
- Research
- Software solutions