

Sarah Jenkins

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An IT Specialist with entry-Level experience specializing in information technology, end-user support, and troubleshooting complex hardware and software issues. Adept at interfacing with customers and technical teams to diagnose problems and identify technical solutions.

Education

Bachelor of Science (B.S.) Computer Science

Boston University, Boston, MA
September 2017- May 2021
GPA: 3.65

Key Skills

- ◆ Information Technology
- ◆ Troubleshooting
- ◆ Client Relations
- ◆ Technical Support
- ◆ End-User Training

Certifications

- ◆ CompTIAA+, 2021

Professional Experience

Junior IT Specialist

Boston IT Services Inc., Boston, MA | May 2021 - Present

- Troubleshoot 10-25 Tier 3 issues per day for internal and external end users, including PCs, hardware, software, and networking problems
- Deliver training to end users on software and hardware configuration and diagnose issues during setup
- Create a knowledge base of solutions for recurring customer issues, resulting in a 15% improvement in resolution times for trouble tickets
- Analyze and track support tickets and escalate technical issues as needed

Volunteerism Experience

IT Volunteer

Boston Charter School, Boston, MA | May 2020 - December 2020

- Served as an IT volunteer for an initiative to deploy 120+ new PCs, laptops, and tablet devices for a charter school in the inner city
- Configured, updated, and installed hardware and software and performed maintenance to ensure optimal functionality for students and teachers