

Lucas Holmström

lucas.holmstrom@example.com | +46 76 321 45 67 | Linköping, Sweden

Professional Summary

Reliable and efficient IT support technician with 5+ years of experience in troubleshooting, end-user training, and system maintenance. Adept at resolving technical issues quickly and ensuring smooth day-to-day IT operations.

Work Experience

IT Support Technician

TechCare Solutions, Linköping

Jan 2020 - Present

- Resolved an average of 30+ daily support tickets with a 95% satisfaction rate.
- Installed and maintained software, hardware, and network systems.
- Trained new employees on internal systems and cybersecurity best practices.

IT Assistant

CampusLink IT Services, Norrköping

Aug 2017 - Dec 2019

- Assisted in managing computer labs and support calls.
- Handled OS installations and system updates.
- Maintained accurate documentation of user issues and solutions.

Education

Diploma in IT Support and Systems Management

Linköping Technical College, 2015 - 2017

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Skills

- Windows & macOS Support
- Networking & Troubleshooting
- Office 365 & Google Workspace
- Active Directory & IT Documentation
- Customer Service & Communication

Languages

Swedish (Native)

English (Fluent)