



# John Doe

## IT Technician Resume

Email address: hello@gmail.com  
Phone number: 555-555-5555

---

### Profile

Well-educated and performance-driven IT Technician adept at providing professional technical support to clients, improving the customer service, and maintaining hardware and software. Great communicator offering extraordinary technological expertise and strong determination to perform excellent work. Detail-oriented professional with a highly professional attitude, exceptional critical thinking skills, and significant ability to perform well in a team.

---

### Work experience

- 08/2017 - 08/2019, IT Technician, Ameritech Data Solutions, Inc., Mankato, MN, United States
- Provided professional technical support to clients and educated them on how to use the company's software programs and applications.
- Identified and investigated network issues, maintained and upgraded hardware and software, and assisted in the server installation.
- Worked on the constant improvement of customer service and satisfaction with provided services - increased from 84% to 95% within two years.
- Completed system backups, configured desktops, laptops, and printers, promoted new products and services, and executed other tasks as assigned.
- Recognized by executives for performing exceptional work.

---

### Education

09/2013 - 05/2017, Computer Science, Concordia University, Montreal, Canada

GPA: 3.96 (Top 5% of the Program)

The 2016 Academic Excellence Award winner

Clubs and Societies: Debate Club, European Society, Physics Society

09/2009 - 05/2013, High School, Colegio Estudiantes Las Tablas, Madrid, Spain

The 2012 Principal's Award winner for the 1st prize in the National Engineering Competition

Activities: Computer Club, Engineering Society, Math Society

---

### Skills

#### Languages

Spanish  
English  
German

#### Software Skills

Microsoft Office  
Freshdesk, ServiceGuru  
LiveAgent, Zendesk  
Zoho Desk

#### Life Skills

Analytical Skills  
Communication Skills  
Critical Thinking  
Good Team Player  
Multitasking  
Time Management

---

### Volunteering

09/2015 - 05/2016, Vice President, Concordia University Physics Society, Montreal, Canada

### Certificates

04/2019, Google IT Support Professional Certificate, Coursera