

Ivy Haddington

Houston, TX | 587-555-0176 | ihaddington@email.com

Summary

Enthusiastic IT expert with four years of experience in desktop support. Passionate about providing clients with top-quality service by offering detailed troubleshooting instructions, using strong communication skills and exhibiting patience throughout each customer experience.

Education

Big Sky University
B.S. in Computer Science

Experience

Wilder Tech | Montgomery, AL, Desktop Support Technician

January 2021 – Current

- Set up computer hardware across twelve offices in the company headquarters building
- Meet with corporate officials to discuss potential updates to the Wilder Tech virtual space
- Use the online chat feature to answer customer questions about various tech products and programs
- Train new desktop support technicians in day-to-day company operations
- Speak with customers over the phone to provide step-by-step instructions for troubleshooting tech issues

The Perfect Look | Birmingham, AL, Desktop Support Technician

August 2019 – January 2021

- Assessed and diagnosed tech issues remotely for a top 25 retail company
- Communicated effectively over chat and phone to troubleshoot tech issues with The Perfect Look employees in their California corporate office
- Updated software and data entry systems regularly to keep company tech up-to-date

James and Spicer Law Group | Tuscaloosa, AL, IT Support Technician

August 2018 – August 2019

- Met with law practice owners to discuss budgets for new technology in the office, including computer monitors, software systems and portable tablets
- Installed a new software management program that facilitated workplace operations
- Helped troubleshoot software and hardware issues for law office employees

Certifications

- AppleCare Hardware Certification - Apple Support - 2019
- Google IT Support Professional Certificate - Coursera - 2019

Skills

- Patience
- Customer service
- IT skills
- Data analysis
- Communication