**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