

First Last

Help Desk Technician

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WORK EXPERIENCE

Resume Worded, New York, NY

09/2015 – Present

Education technology startup with 50+ employees and \$100m+ annual revenue

Help Desk Technician

- Provided end-to-end support for 380 hardware and software customer complaints by responding to 3K tickets weekly.
- Created detailed Standard Operating Procedure (SOP) related to the help desk ticketing system, enhancing efficiency by 94%.
- Spearheaded a new technique that reduced average ticket resolution time from 24 hours to 30 minutes, a 40% improvement from the previous technician.
- Initiated maintenance activities and proactive monitoring that reduced incident volume by 60% in the first month of implementation.

Polyhire, London, United Kingdom

10/2012 – 08/2015

NYSE-listed recruitment and employer branding company

Help Desk Associate

- Championed the launch of an innovative ticket communication protocol that reduced issue escalation rate by 79%.
- Established and escalated 1.9K suspicious activity reports, which enabled the IT security team to reduce cyberattacks by 97% YoY.
- Provided end-to-end issue resolution for 2.3K front-end users on Linux and Android OS, reducing the number of customer callbacks by 80%.

Growthsi, London, United Kingdom

01/2010 – 09/2012

Career training and membership SaaS with 150,000 paying users

IT Technician

- Created an inventory system for tracking damaged hardware and software, reducing repair costs by 59% monthly.
- Designed 14 new email and web hosting servers, increasing office operational efficiency by 63% YoY.
- Performed system backups on 128 servers daily and stored data off-site every 24 hours, improving disaster recovery operations by 80%.

Customer Service Agent, ABC Company, London, United Kingdom

10/2008 – 12/2009

Technical support, XYZ Company, London, United Kingdom

07/2005 – 09/2008

EDUCATION

Resume Worded University, New York, NY

06/2005

Associate of Applied Science — Information Technology

SKILLS

Hard Skills: Troubleshooting (Advanced), Technical Support (Experienced), Virus Removal, Hardware Setup.

Techniques: Software Installation, IT Hardware Support, Computer Repair, Remote Desktop, VMware.