

JORDAN WOOD

Computer Repair Technician

✉ j.wood@email.com

☎ (123) 456-7890

📍 Euclid, OH

🌐 [LinkedIn](#)

EDUCATION

Associate of Applied Science

Electronics and Computer Technology

DeVry University

📅 2014 - 2018

📍 Columbus, OH

SKILLS

- iFixit Pro Tech Toolkit
- PassMark MemTest86
- Malwarebytes
- Recuva
- Ultimate Boot CD (UBCD)
- Windows Installation USB/DVD
- TeamViewer
- Driver Booster
- Falcon Dust-Off Compressed Gas Duster
- Fluke 115 Compact True-RMS Digital Multimeter

WORK EXPERIENCE

Computer Repair Technician

YZA Technologies

📅 2022 - current

📍 Euclid, OH

- Implemented the iFixit Pro Tech Toolkit for advanced device repairs, **reducing repair time by an average of 17 minutes per device across 238 repairs**
- Diagnosed and fixed over 122 hardware issues using the Fluke 115 Compact True-RMS Digital Multimeter
- Upgraded over 362 computers to the latest OS using Windows Installation USB/DVD, enhancing system stability and security for the entire company
- Executed data recovery operations with Recuva on 75+ failed hard drives, retrieving important company data valued at over \$15K

Computer Technician

Sherwin-Williams

📅 2020 - 2022

📍 Cleveland, OH

- Optimized the performance of company computers using Driver Booster, **reducing system crashes by 47% across 158 devices**
- Streamlined the use of PassMark MemTest86 for memory testing, identifying critical failures in 3.2% of company computers, preempting system failures
- Organized a company-wide cleanup of desktop and laptop vents using Falcon Dust-Off Compressed Gas Duster, resulting in a noticeable decrease in device failures
- Monitored systems using the Ultimate Boot CD to troubleshoot and repair boot issues, saving an estimated \$8,784 in IT support costs

Help Desk Technician

OhioHealth

📅 2018 - 2020

📍 Columbus, OH

- ***Expanded the use of TeamViewer to facilitate remote support for 1,472 end-users***, reducing physical intervention by 40% and increasing ticket resolution speed
- Transformed IT operations by writing guidelines for the iFixit Pro Tech Toolkit, sharpening the skill set of the tech team of six
- Revitalized the entire network's security posture by managing the rollout of Malwarebytes, cutting down malware-related tickets by 74%
- Introduced a system for regular health checks on IT equipment using comprehensive technical evaluations, fostering a 36% reduction in unexpected device failures