

Technical Resume

Guide & Tips

Kayden Zhao

IT Professional

Logical, solution-focused IT professional with 12+ years of remarkable experience in providing comprehensive technical support to clients and companies. Adept at leveraging superior analytical thinking skills to prioritize tasks, identify technical issues, and provide timely resolutions. Possess incomparable communication abilities to convey innovative ideas to diverse audiences of varying technical expertise.

WORK EXPERIENCE

IT Supervisor

NextGen Information Systems Solutions

08/2018 - Present

Milwaukee, WI

- Supervise and lead a team of more than 30 IT specialists responsible for furnishing expert technical support to 5,000+ users and 1,000 devices throughout the city
- Research, identify and appraise emerging technologies, hardware, and software to provide strategic recommendations for continuous improvements
- Contribute to the successful delivery of large-scale company projects, such as computer system upgrades and Office365 migration within the specified timeline and budget by collaborating with the technical teams
- Manage the annual budget for IT projects by keeping track of all expenditures to ensure alignment with budgetary limits. Negotiate with vendors to reach mutually beneficial deals, reducing equipment costs by 15%

IT Specialist

INITAR Inc.

02/2013 - 06/2018

Madison, WI

- Oversaw more than 200 computers of the company by monitoring, configuring, and maintaining all hardware and software systems
- Developed and implemented innovated connectivity network configurations which remarkably boosted the overall network capabilities by 12%
- Spearheaded the installation of over 100 desktop computers during the company-wide upgrade
- Monitored and evaluated the IT systems to ensure efficiency as well as the safety and security of all data storage

IT Support Specialist

InTouch Technologies



kayden@novoresume.com



333 454 454



Oshkosh, WI



github.com/kayden.zhao



kayden.zhao



AREAS OF EXPERTISE

IT Security

Complex Problem Solving

Project Management

Effective Employee Training

Logic & Reasoning

Hardware & Software Support


Team Collaboration & Leadership

System Installation & Maintenance


Microsoft Deployment Toolkit (MDT)



CERTIFICATES

Cisco Certified Network Associate (CCNA) 

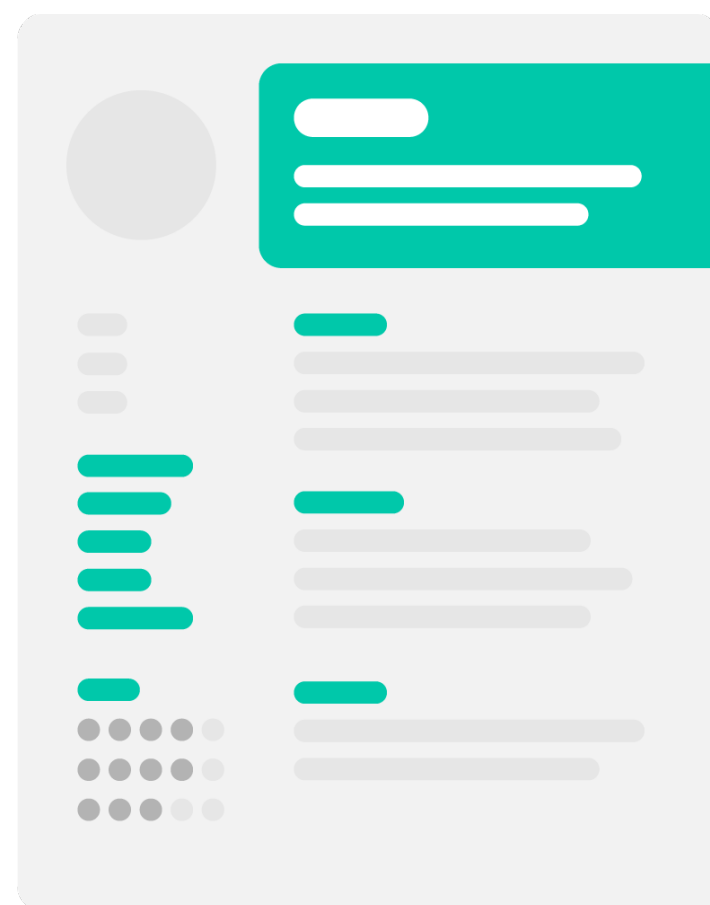
CompTIA A+ Technician 

Microsoft Certified Solutions Expert (MCSE) 

Project Management Professional

Pick the Right Resume Format

- Use the Reverse-Chronological Format
- Set 1 pt margins on all sides
- Choose a professional font
- Use bullet points
- Keep your resume under 1-page
- Save it as a PDF file



Display Your Contact Information

Include the following information:

- Your full name
- Your professional title
- Your phone number
- Your email address
- Your social profiles such as LinkedIn, Github, etc. (optional)
- A link to your personal website (optional)
- Your location



Highlight Your Relevant Work Experience

In the Work Experience section, list your previous work experience entries like this:

- Start with your most recent position and go backward in time from there.
- Add your title, the company name, its location and the years you have worked there.
- Include 3-5 bullet points in each entry with your achievements and responsibilities.

Do This if You Don't Have Work Experience

Build a tech portfolio to showcase your coding skills:

- Get freelance gigs through websites like Upwork.
- Mention projects you have coded at university.
- List personal projects you have worked on in your free time.
- List the tech coursework you have attended at university.



Top Hard Skills

- Research
- Troubleshooting
- Computer hardware/
Software knowledge
- Internet applications
- Networks
- Operating systems
- Internet security
- Data privacy
- Programming
languages
- UI/UX
- CAD
- Lean manufacturing
- Multivariate analysis
- Linear regression
- Prototyping
- Workflow
development
- STEM skills
- Payment processing
- Automated billing
systems
- CRM platforms

Top Soft Skills

- Attention to detail
- Problem solving
- Communication
- Leadership
- Management
- Multitasking
- Customer service
- Teamwork
- Organization
- Patience
- Decision making
- Working under pressure
- Time management
- Analytical skills
- Creativity