

ARABELLA WHITAKER

Computer Technician

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☎ (123) 456-7890

📍 Seattle, WA

🌐 [LinkedIn](#)

WORK EXPERIENCE

Computer Technician

Expedia Group

📅 2021 - current 📍 Seattle, WA

- Diagnosed and resolved hardware and software issues for employees, achieving a 98% resolution rate.
- Set up and configured over 202 computer systems, which **enhanced optimal functionality by 74%**.
- Implemented McAfee Endpoint Security, reducing security incidents by 54% within the first quarter.
- Utilized Acronis True Image for seamless data backup and recovery, resulting in a 99% data recovery rate.

IT Support Specialist

Nordstrom

📅 2018 - 2021 📍 Seattle, WA

- Provided comprehensive technical support to Nordstrom's staff, ensuring minimal downtime and 99% customer satisfaction.
- Deployed Microsoft Windows 10 updates and patches, which **improved system stability by 64%**.
- Managed and maintained IT infrastructure, resulting in a 97% uptime for critical systems.
- Conducted regular hardware diagnostics using Memtest86, ensuring reliable performance for all computers.

Help Desk Technician

Tableau Software

📅 2015 - 2018 📍 Seattle, WA

- Resolved complex software issues for Tableau Software customers, achieving a 92% customer issue resolution rate.
- Documented and streamlined troubleshooting processes, which **reduced average resolution time by 41%**.
- Assisted in the development of customer support materials, increasing user satisfaction by 54%.
- Used Wireshark for in-depth network analysis, identifying and mitigating potential security threats.

EDUCATION

Bachelor of Science

Computer Science

[University of Washington](#)

📅 2011 - 2015

📍 Seattle, WA

SKILLS

- Microsoft Windows 10
- Memtest86
- TeamViewer
- McAfee Endpoint Security
- Acronis True Image
- Recuva
- Wireshark
- HWiNFO
- VMware Workstation
- PowerShell