

JOHN DOE

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CAREER SUMMARY

A+ Certified IT Technical Support Specialist with experience in providing technical support on hardware, software, and networking issues and general training and support for end-users. Skilled in interpreting end users' needs and utilizing software solutions, personal knowledge and troubleshooting skills to identify possible resolutions. Consistently praised for communicating effectively with users at all levels of technical proficiency.

EXPERTISE

Information Management | System Administration | Network Administration | Database Administration | Service Tickets
User Training & Support | Client & Server Support | Root-Cause Analysis | Technical Troubleshooting | Problem Diagnosis
Computer & Network Security | Hardware Configurations | Software & Network Installs | System Updates | Preventive Maintenance
Virus Detection, Removal & Prevention | Security, Backup & Recovery Solutions | Cross-Functional Collaboration | Project Management

SOFTWARE

Microsoft Office Suite | OneDrive | Microsoft Intune | Microsoft Teams | Zoom | Zoho | Citrix | Adobe Acrobat | Zscaler
Avaya Workplace One-X | Cisco Packet Tracer | Duo Mobile | Python | Command Prompt | WordPress | LogonUI.exe | Win VNC
OpenVPN User

PROFESSIONAL EXPERIENCE

HELP DESK ANALYST | YKK AP America | Dublin, GA

October 2021 – Present

Serves as Tier-2 point of contact for researching, diagnosing, troubleshooting, and resolving a range of software, hardware, and connectivity issues.

- Provides end-user support, perform root-cause analysis, troubleshoots Tier 1 and Tier 2 issues and documents resolutions, analyzes system performance, and collaborates cross-functionally to identify appropriate solutions.
- Delivers end-user training on network operations including log-in procedures, network management software, permission, printing issues, security, and use of software.
- Manages the IT ticketing system and provides daily help desk support to internal users through telephone and email communications and remote desk control to determine source of specific issue and recommend solutions.
- Oversees the installations, upgrades, and troubleshooting for users' laptops, desktops, printers, and mobile devices.
- Configure and install local servers, executes hardware and software upgrades, and supports disaster recovery and backup procedures.
- Installs firewalls and anti-virus software and deploys 2-factor authentication to ensure data integrity and cybersecurity for highly sensitive information.
- Researches and evaluates technology solutions to present recommendations for improved system operations.
- Maintains IT equipment inventory with periodic audits and cleanup.

TECHNICAL & SALES SUPPORT SPECIALIST | Dennard True Value Hardware | Soperton, GA

March 2010 – Present

Provides technical support and troubleshooting for computer hardware and POS systems.

- Provided excellent technical assistance and support in a patient manner to employees requiring assistance with information technology issues and problems.
- Researched, diagnosed, troubleshooted, and resolved a range of store software, hardware, and network issues.
- Installed modified, and repaired computer hardware and software to ensure optimal performance.

EDUCATION

Associate of Science in Information Technology | Southeastern Technical College | Vidalia, GA

2017 – 2019

CERTIFICATIONS

CompTIA A+ Certified Preparation | Southeastern Technical College | Vidalia, GA

2018

Helpdesk Assistant Certificate | Southeastern Technical College | Vidalia, GA

2018