

NAME

001 Resume Avenue, New York, New York 1000
000.000.0000 | resumesample@rpw.com

HELPDESK SPECIALIST

Job Announcement Number: XXXXX-XXX-XXXX-XXXX

Department: Name of Department

Agency: Name of Agency

Citizenship: US Citizen

Veteran's Preference: [Please specify](#)

SUMMARY OF QUALIFICATIONS

Analytical and performance-focused professional, with proven years of experience in all facets of IT operations and support across diverse work settings.

Additional Qualifications:

- Adept at creating, deploying, and evaluating critical IT systems and networks; maintaining stability and reliability; and optimized performance.
- Expert at diagnosing and resolving a wide range of hardware, software, and network issues, ensuring minimal disruption and high user satisfaction
- Effective at streamlining IT support operations and project workflows, leveraging knowledge of IT best practices and procedures.
- *Currently hold an active Top Secret Clearance.*

PROFESSIONAL EXPERIENCE

Name of Department Complete Address zip code	
Information Technology Specialist	09/2019–Present
Hours per week: Please specify	Salary per year: Please specify
Supervisor's Name (Contact Number)	May be contacted/Do not contact
<ul style="list-style-type: none">□ Assist over 2,000 end-users from different locations by troubleshooting network hardware and operational issues to minimize network-related incidents□ Drive efficient technology adoption and enhance user proficiency by developing and maintaining technical documentation, tutorials, and training materials□ Rolled out security updates for networks and workstations, which mitigated potential virus and security threats, therefore establishing a secure IT environment□ Managed and tracked all IT inventory, ensuring accurate records and efficient utilization of resources□ Conducted security updates for networks and workstations, which mitigated potential virus and security threats, therefore establishing a secure IT environment□ Increased uptime and network stability through network support and maintenance in partnership with managed service providers	

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Research Institute
Complete Address zip code

Information Technology Support Specialist

09/2016–03/2019

Hours per week: Please specify

Salary per year: Please specify

Supervisor's Name (Contact Number)

May be contacted/Do not contact

- Provided expert helpdesk and technical support services such as diagnosing, troubleshooting, and resolving technical issues for over 700 end-users across 3 sites
- Took charge of constructing, launching, tracking, supporting, and upgrading all IT systems including personal computers, Apple devices, operating systems, and software applications in addition to managing technical support services for audiovisual networks and systems
- Addressed and resolved systems and network security incidents, such as system compromise, loss of confidentiality, and authentication problems
- Coordinated with IT stakeholders to determine, record, and examine business needs as well as identify requirements for systems and business applications and form IT solutions to meet identified requirements
- **Managed technical support requests from various levels of users, providing accurate and timely resolutions that brought satisfaction rate according to user feedback**

EDUCATION

Bachelor of Science in Information Technology

05/2016

College, City, State zip code

High School Diploma

06/2012

City, State zip code

CERTIFICATIONS

Udemy

CompTIA Network+

2022

CompTIA A+

2022

TECHNICAL ACUMEN

Microsoft Azure | Microsoft Intune | JAMF | Trend Micro | Pulseway | DocuSign |
Microsoft Active Directory | Aruba/Cisco Wi-Fi | Salesforce | G-Suite | Zendesk | Jira