CLIENT NAME

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HELP DESK SUPPORT
Department of the Air Force, Air National Guard Units
Job Announcement Number: XXXX-XXXX-XXXX-XXXX
Pay Scale and Grade: XX X
Citizenship: US Citizen

QUALIFICATIONS PROFILE

Analytical, results-driven, and technically savvy professional with hands-on experience in technical support, customer service, and team leadership. Adept at analyzing data-driven insights to streamline operations, resolve complex IT issues, and implement strategic initiatives toward service efficiency. Skilled in Zoom, Office 365, and Salesforce in optimizing workflows and improving customer interactions. Effective at fostering a collaborative team environment, ensuring an exceptional customer experience, and consistently exceeding key performance metrics. Noted for proven skills in IT service management, process improvement, staff management, training, and coaching, as well as collaboration and stakeholder engagement.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS

Information Technology Configuration Management
- Developed, configured, and refined responses of the chatbot used by help desk staff, which enhanced response accuracy and turnaround time by 5%, increased client interactions, and guaranteed their utmost satisfaction.
- Oversaw the installation and configuration of the network and applications, along with the diagnosis and resolution of associated technical issues, to optimize connectivity and performance

Oral Communication
- Clearly articulated technical concepts to non-technical users and customers, facilitating understanding and a positive user experience.
- Performed monthly performance metrics and procedural updates, and effectively communicated performance results and updates to team members and stakeholders.
- Employed clear and effective communication in facilitated training sessions to enhance team skills.
- Effectively bridged communication gaps and strengthened team collaboration, resulting in improved SLAs while reducing missed calls.

Technical Competence
- Demonstrated strong technical skills in identifying and resolving complex IT issues.
- Utilized technical knowledge to improve service delivery metrics and client satisfaction.
- Applied technical expertise to enhance chatbot functionality and user experience.
- Leveraged technical skills in providing multi-channel customer support.
- Developed comprehensive training resources to improve team technical proficiency and knowledge.

RELEVANT EXPERIENCE

Company, Complete Address
Help Desk Manager   **05/2021–12/2022**
Hours per Week: 40 Hours   **Salary per Year: $XX,XXX**
Supervisor: Name, Phone Number (Do not contact)
- Supervised a team of 19 help desk staff, ensuring seamless technical support and operational efficiency.
- Implemented cross-training initiatives to enhance team adaptability and overall performance.
- Chaired monthly performance metrics and procedural updates to align with best practices.

- Utilized advanced analytics to identify trends, optimize workflows, and drive continuous improvement in help desk performance.
- Conducted training sessions on Virtual Assistants, Avaya, and Cisco AnyConnect.
- Improved team productivity through targeted coaching, consistently exceeding departmental KPIs.
- Presided over the training for a team of five in chatbot development and implementation.
- Enhanced response accuracy and turnaround time by 5%, leading to a more positive user experience.
- Developed and refined chatbot responses, which increased client interactions and satisfaction.
- Earned the Employee of the Quarter award for exceptional leadership and performance.
- Strengthened collaboration with Level 2 Support Team, bridging communication gaps and improving SLAs while reducing missed calls.

Technical Support   11/2020–05/2021
Hours per Week: 40 Hours   **Salary per Year: $XX,XXX**
Supervisor: Name, Phone Number (Do not contact)

- Provided multi-channel customer support, ensuring prompt and effective issue resolution.
- Created training materials and led sessions to enhance team knowledge and technical proficiency.
- Interpreted data and identified process improvements to drive operational efficiency and service excellence.
- Displayed competency in diagnosing and troubleshooting technical issues and optimizing network connectivity and application performance.

OTHER EXPERIENCE

Company, Complete Address
Inbound Lead Development Specialist (Remote)   11/2023–Present
Hours per Week: 40 Hours   **Salary per Year: $XX,XXX**
Supervisor: Name, Phone Number (Do not contact)

Company, Complete Address
Classroom Assistant II   01/2020–11/2020
Hours per Week: 40 Hours   **Salary per Year: $XX,XXX**
Supervisor: Name, Phone Number (Do not contact)

Company, Complete Address
Child and Youth Program Assistant   05/2019–12/2019
Hours per Week: 40 Hours   **Salary per Year: $XX,XXX**
Supervisor: Name, Phone Number (Do not contact)

EDUCATION

Bachelor of Arts in Psychology, 05/2018
State University, Location with Zip Code

Japanese Language and Culture (Study Abroad), 06/2023
Language School, Location with Zip Code

TECHNICAL SKILLS

Expert: Office 365 | Zoom | Salesforce | Splunk | VMware | Workday
Experienced: G-Suite