

CLIENT NAME

Torrance, California 12345 ▪ 123.456.7890 ▪ resumesample@email.com

HELPDESK TECHNICIAN

Job Announcement Number: XXXX-XXXXXXXX-XX-XX

Control Number: XXXXXXXX

Pay Scale and Grade: XX XX

Citizenship: US

Fully Vaccinated Against COVID-19

QUALIFICATIONS PROFILE

Highly analytical and innovative professional, with extensive background in providing technical support to end users, including troubleshooting and resolution of hardware, software, and network issues. Effective at collaborating with both technical and non-technical professionals to identify the root cause and execute necessary courses of action.

Additional qualifications include:

- Adept at ensuring uninterrupted operations or minimal downtime by escalating complex issues to higher-level support teams
- Competent at identifying areas for improvement and recommending feasible solutions through close monitoring of support tickets and analysis of ticket trends
- Known for delivering top-quality customer service by promptly responding to end-users' concerns and requests
- Proficient in installing and configuring new hardware and software to guarantee compatibility with existing systems

PROFESSIONAL EXPERIENCE

COMPANY NAME, Complete Address

Assistant Team Lead | Desktop Support

03/2021–Present

Supervisor: Name (may be contacted)

Contact Number: XXX.XXX.XXXX

Hours per Week: XX

Annual Salary: \$XX,XXX

- Assess and provide prompt resolution to diverse technical-related issues, including proactive coordination with end users
- Conduct troubleshooting and repair of PCs, laptops, desktops, tablets, and printers for end users
- Perform other key technical tasks using the following:
 - Active Directory to create and manage accounts, approve share drive permissions, and create computer objects;
 - Microsoft Configuration Manager to package, test, and distribute software; and
 - Windows 10 operating system to conduct peripheral compatibility tests
- Ensure the delivery of first-rate customer service toward customer satisfaction

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COMPANY NAME, Complete Address

Helpdesk Technician | Joint Service Provider

10/2017–02/2021

Supervisor: Name (may be contacted)

Contact Number: XXX.XXX.XXXX

Hours per Week: XX

Annual Salary: \$XX,XXX

- Provided tier 1 application support on unclassified and classified web-based applications
- Closely monitored ticket queues, assessed requirements and assigned tickets, and updated ticket status
- Escalated tier 2 issues to designated personnel and discussed failed service level agreements (SLAs) with the manager
- Took charge of tracking and correcting almost violated established SLAs
- Proposed improvement initiatives to streamline general ticket and queue management
- Analyzed reported issues to create and implement corrective action

COMPANY NAME, Complete Address

Network Operations Center (NOC) Technician

08/2013–09/2017

Supervisor: Name (may be contacted)

Contact Number: XXX.XXX.XXXX

Hours per Week: XX

Annual Salary: \$XX,XXX

- Prepared reports on network problems and changes within diverse management environments
- Drove efforts to reduce waste and downtime, while maintaining client SLAs through prompt resolution of all internet protocol (IP) network issues
- Rendered tier 1 and tier 2 backend troubleshooting and support to guarantee uninterrupted operations, including investigation and resolution of issues
- Documented diagnostic results and product correlations as well as escalation and repair performance information using the trouble ticketing system
- Kept track of scheduled network maintenance activities to analyze duration and potential impact to customers and guarantee on-time completion

EDUCATION

Bachelor of Science in Computer Science: 05/2013 | University, City, State Zip Code

High School Diploma: 12/2009 | School, City, State Zip Code

EDUCATION

Security+ Certification | TrainACE

Cisco Certified Network Associate (CCNA), Routing and Switching Certification | Cisco

TECHNICAL SKILLS

Active Directory | Java | Remedy | Cloud Dameware and Bomgar

Microsoft Configuration Manager | Windows 10 and 11