

Candidate Name

IT Professional
linkedinpagehere.com

City, State - email - (123)-456-7890

Customer focused IT Professional with 5+ years of proven experience to contribute to long-range operational objectives in an IT role. Excel at interfacing with customers, engineers, and management. Talent for quickly learning new information, procedures, and technologies. Exceptionally organized and able to multitask in ever changing environments. Able to learn quickly and transition into a subject matter expert. Fluent in both English & Spanish.

Work experience

Tier 2 Technician – Government Agency

Government Contractor | City, State

2020 – Present

Providing deskside & remote Tier 2 support to **3000+ Agency users** while also prioritizing leadership VIP users with **white glove customer service**. Support includes creation & deactivation of user accounts, hardware deployment, troubleshooting hardware/software issues and mobile device management.

- ServiceNow used for ITSM to work ticket queue for users including VIPs and escalate/assign to appropriate support groups when necessary. Updating users on status of issues and working towards resolution in a timely manner to abide by contract SLAs. Completion of around **10-15 tickets** (including a wide array of tasks) daily.
- Implementing replacement & new machine deployments for users all over the country with specific customizations tailored to their needs. Coordinated the Agency New Hire & other deployments for several months.
- Collaborating to continual service improvement through crafting technical documentation such as SOPs to be used in Knowledge Base to assist with Tier 1 & 3 levels of support in addition to other support groups. Also assisted with implementation of new technological processes for different needs of users.
- Tools used such as McAfee ePO, Airwatch (MDM), Office 365, MECM, LANDESK, Kiteworks, NET IQ DRA (Active Directory Management) to work through user's issues.

IT Consultant for U.S House of Representatives

Government Contractor | City, State

2016 – 2020

Collaborated with Congressional VIP users regarding technical support issues and business strategies to maximize the use of proprietary CRM database (IQ) for their specific needs. Provided white glove service on-site/remotely with technical support, IQ implementation. Responsible for supporting **35+ assigned Congressional Offices** within the House of Representatives.

- Supported users by working through **20+ tickets daily**, providing in-office technical and software support with remote customer support over the phone with remote tools. Fulfilled over 800 business requests/incidents annually throughout 2018-20.
- Transitioned into the management of 30+ offices in less than 6 months and successfully managed 35+ clients simultaneously while delivering top notch customer service regularly.

- Regarded as **point of contact above team members with 10+ more years of experience**. Also responsible for training new hires on how product functions and delivering customer service to users.
- Continuously achieved 95%+ success rate in client satisfaction with 100% Customer Client retention rate since starting employment.
- Spearheaded both internal & outgoing technical documentation writing for internal & customer facing processes.
- Trained staff on IQ functionality and usage as well as best practices to maximize potential. Created database workflows and HTML newsletters.

Help Desk Technician

Major Telecom Provider | City, State

2014 – 2016

Provided support to customer issues via telephone and remote support, calls were worked from an ACD. These technical issues were resolved by troubleshooting and escalating tickets to appropriate tiers when necessary. Customers were assisted with order inquiries, issue status reports, service activations, and other complex network issues. Configured multiple PC routers as well as email/internet applications through remote desktop.

- At a minimum, dealt with 25 tickets per day and resolved them efficiently and accurately.
- Considered as the **team top performer** at multiple points throughout the year. Used as model employee by executives due to effective communication with customers. New employees were frequently assigned to shadow me and come to me on technical matters.
- Consistently expected to deliver top of the line customer service which was measured regularly.

Customer Service Associate

Retail Store | City, State

2012 – 2014

Assisted customers regarding retail needs including selecting, demonstrating, preparing, and loading merchandise. Provided support by answering questions and solving issues related to all products. Responsible for fulfilling and processing special customer orders. Evaluated all store inventory and ensured that all products were stocked and replenished when necessary.

Education

Associates Degree, Computer & Information Science

University Name / City, State

Microsoft 365 Certified: Modern Desktop Administrator Associate

In Progress, exam tentatively scheduled

2020 – Present

Additional skills

Windows 10 | MAC OS | Android | iOS | MS Word | MS Excel | ServiceNow ITSM | Ivanti Management Console | Active Directory | Office 365 Management | McAfee ePO | Airwatch MDM | LANDESK | MECM | CRM Databases | Printers | ACD |