XXXX XXXX

Technical Support Specialist

street, city, postal code, country
xxx-xxx-xxxx · email

Skills

Hardware and Software
Troubleshooting

Computer Networking

BeyondTrust Remote
Support Software

ATS & CRM Software

Customer Service Skills

Communication Skills

Analytical and
Problem-Solving Skills

Profile

Experienced IT professional with over 2 years of work experience in various IT Support roles and possesses the ability to analyze, troubleshoot and maintain both hardware and software components.

Employment History

IT Service Desk Analyst, xxx, xxx

August 2020 — December 2021

Responsible for providing technical support via telephone, chat and email to employees and students on problems or requests that may relate to IT.

- Providing live chat support and troubleshooting/resolving technical issues on remote device using BeyondTrust (Bomgar) remote support client
- Resolving wide range of technical issues related to Windows OS, Office 365 suite, web browsers and other third-party applications
- Administrating user access (onboard, status changes and termination)
- Tracking and managing IT incidents using ServiceNow CRM
- Administering and troubleshooting issues with Linux Servers
- Properly escalating unresolved queries to the next level of support
- Tracking, routing and redirecting problems to correct resources

Customer Technical Support Analyst, xxx, xxx

January 2020 — May 2020

The primary responsibilities of this position was to provide friendly and comprehensive front line in-person technical support to students and staff.

- Creating and managing support tickets using PeopleSoft CRM
- Monitoring and maintaining various computer systems and networks
- Troubleshooting problems with campus computers and printers
- Preparing accurate and timely documentations and reports

Contributor, Figure Eight Inc.

August 2016 — July 2017

- Worked as a Rainforest Tester. Testing applications including Mobile Testing – Android/IOS and Exploratory Testing
- Analyzed comments from popular social media platforms and categorized them accordingly to train machine learning algorithms

Education

Computer Systems Technology - Software Development and Network Engineering, xxx, xxx

January 2019 — December 2021

Projects

Mind and Body Fitness

January 2022 — April 2022

- Developed in Next.JS and used Vercel for the depolyment
- Integrated GraphCMS to dynamically retrieve data for the blog
- Used Material UI for styles and design
- Compatible with Mobile platforms

CardOnCard

June 2019 — August 2019

- Created a Fully Functional Card Game called "CardOnCard" in Java
- Implemented SOLID + DRY Design Principles to make the code more understandable, flexible, maintainable and scalable

Fastman92 Limit Adjuster

December 2014 — February 2015

- Contributed in reverse engineering a GTA game called GTA San Andreas by decompiling its executable and tweaked memory addresses to break game limitations
- Discovered previously unknown game limit - "Count of Killable Model IDs"

Restore Car Wash

December 2014 — December 2014

- Developed a CLEO script in C# to add a new Car Wash Feature in the game
- Researched the memory addresses of the game that were responsible for particle generation and implemented them in the script