

[NAME]

[Phone]

[Email] · [California] · [LinkedIn]

Aspiring IT professional seeking to focus on technology as part of a long-term career change.

EXPERIENCE

2008 – 2012

CUSTOMER SERVICE REPRESENTATIVE, [JOB 1]

I developed my mental math skills, attention to detail, and my ability to deal with hostile customer situations and crises in a calm, collective manner.

2012 – PRESENT

IT SUPPORT SPECIALIST, [CURRENT POSITION]

Began as Shipping Clerk in 2012, promoted to Inventory Specialist in 2013, Purchasing Manager in 2015, and transitioned to IT Support Specialist in 2017. In my current role, I provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware, monitor and respond quickly and effectively to requests received through the IT helpdesk by following established routing and workflow procedures, configure and install new or replacement PCs, laptops, network printers, and scanners, and contact hardware vendors for warranty replacement/repair.

EDUCATION

JUNE 2011

ASSOCIATE OF ARTS, [JUNIOR COLLEGE]

Graduated with a 3.0 GPA. Relevant Courses Taken: Business Communication

SEPTEMBER 2014

BACHELOR OF SCIENCE, [UNIVERSITY]

Graduated with a 3.0 GPA

SKILLS

- Teamwork
- Leadership
- Attention to Detail
- Strong Mathematical Skills
- Python
- C+
- SQL Certified
- Troubleshooting and Maintenance
- Microsoft Office Suite (Access, Excel, PP, Word, etc.)
- Networking
- Windows XP, Vista, 7, 8, 10

ACTIVITIES

Certifications

- Current Heartsaver First Aid/CPR/AED certification
- Currently working towards my CompTIA A+ certifications, with an estimated completion date of September 2019

Languages

- Spanish (Intermediate Knowledge)
- German (Basic Knowledge)
- Japanese (Basic Knowledge)
- American Sign Language (Basic Knowledge)

Personal Interests

- Passionate Sports Fan
- History Buff
- Running