

NAME

email | www.linkedin.com/in/ | phone number

DESKTOP SUPPORT

PROFILE

Highly talented IT Professional highly regarded for delivery of exceptional customer support and project management that exceeds all expectations. Exemplary academic qualifications include a Bachelor of Computer Science and Information Security from John Jay College of Criminal Justice (2017). Able to analyze complex situations and ensure prompt resolutions resulting in a measurable increase in productivity. Proactive, energetic and a master troubleshooter with a sharp focus on developing and implementing process improvements to drive company growth and technical innovation. Excellent interpersonal and communication skills, a strong work ethic and the ability to effectively handle pressure without compromising quality service.

CORE PROFICIENCIES

Technical Support | Building/Configuring Systems | Network Installations | Laptop Repair
IT Service Desk | Documentation | Domain Migrations | Data Recovery/Backup
End User Support | User Training | Virus Removal/Security | Active Directory

PROFESSIONAL EXPERIENCE

New Leaf Technologies, San Antonio, TX

2015 to Present

TECHNICAL CUSTOMER SERVICE REPRESENTATIVE

- Provided exceptional customer service while supporting more than xxx end users.
- Ensured quick and successful problem resolution by phone and email for all employees across XX States.
- Increased end user efficiency by providing software installation, hardware configuration, and application support.
- Document troubleshooting steps taken and provide information to 2nd level support when needed.
- Founded and published company bi-weekly newsletter.
- Closed more than 10,000 helpdesk tickets involving over 350 unique applications
- Greatly increased end user productivity by decreasing down time by over 30%
- Promoted to Technical Customer Service Representative due to my exemplary performance reviews, top customer service and technical skills
- Chosen to train and mentor new employees with corporate infrastructure and helped build their expertise of how to use the core systems within the field
- Improved stability and performance of system and networks
- Met company objectives in managing over xxx support calls per day under strict time constraints
- Provided Tier 1 and 2 help desk troubleshooting assistance, using Track-IT software for ticket logging
- Provided a high level client support for computer and laptop end-users
- Maintained excellent work relationships with vendors and managed group policies

Technology Supported: List all hardware, network, application, peripherals, and software utilized.

Resume Support Technician Desktop Filetype Doc

Liying Dong



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Table of Contents Resume Support Technician Desktop Filetype Doc

1. Understanding the eBook Resume Support Technician Desktop Filetype Doc
 - The Rise of Digital Reading Resume Support Technician Desktop Filetype Doc
 - Advantages of eBooks Over Traditional Books
2. Identifying Resume Support Technician Desktop Filetype Doc
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Resume Support Technician Desktop Filetype Doc
 - User-Friendly Interface
4. Exploring eBook Recommendations from Resume Support Technician Desktop Filetype Doc
 - Personalized Recommendations
 - Resume Support Technician Desktop Filetype Doc User Reviews and Ratings
 - Resume Support Technician Desktop Filetype Doc and Bestseller Lists
5. Accessing Resume Support Technician Desktop Filetype Doc Free and Paid eBooks

- Resume Support Technician Desktop Filetype Doc Public Domain eBooks
 - Resume Support Technician Desktop Filetype Doc eBook Subscription Services
 - Resume Support Technician Desktop Filetype Doc Budget-Friendly Options
6. Navigating Resume Support Technician Desktop Filetype Doc eBook Formats
- ePub, PDF, MOBI, and More
 - Resume Support Technician Desktop Filetype Doc Compatibility with Devices
 - Resume Support Technician Desktop Filetype Doc Enhanced eBook Features
7. Enhancing Your Reading Experience
- Adjustable Fonts and Text Sizes of Resume Support Technician Desktop Filetype Doc
 - Highlighting and Note-Taking Resume Support Technician Desktop Filetype Doc
 - Interactive Elements Resume Support Technician Desktop Filetype Doc
8. Staying Engaged with Resume Support Technician Desktop Filetype Doc
- Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Resume Support Technician Desktop Filetype Doc
9. Balancing eBooks and Physical Books Resume Support Technician Desktop Filetype Doc
- Benefits of a Digital Library
 - Creating a Diverse Reading Collection Resume Support Technician Desktop Filetype Doc
10. Overcoming Reading Challenges
- Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
11. Cultivating a Reading Routine Resume Support Technician Desktop Filetype Doc
- Setting Reading Goals Resume Support Technician Desktop Filetype Doc
 - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Resume Support Technician Desktop Filetype Doc
- Fact-Checking eBook Content of Resume Support Technician Desktop Filetype Doc
 - Distinguishing Credible Sources
13. Promoting Lifelong Learning
- Utilizing eBooks for Skill Development

- Exploring Educational eBooks

14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

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