



Isabelle Todd

City Clerk

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📍 North Carmela, Slovenia

MY LIFE PHILOSOPHY

Quality is never an accident; it is always the result of intelligent effort.

STRENGTHS

📍 Problem-Solving

Demonstrated strong problem-solving skills by effectively diagnosing and resolving complex hardware, software, and application issues, resulting in increased user satisfaction and productivity.

⚡ Communication

Excelled in communication by maintaining timely and clear communication with colleagues, customers, and third-party vendors, ensuring efficient resolution of technical issues and enhancing customer experience.

🤝 Collaboration

Proven ability in collaborating with supervisors, managers, and team members to ensure operational consistency, achieve high-quality results, and deliver exceptional customer service.

SUMMARY

Enthusiastic City Clerk with 4 years of experience in providing day-to-day desktop support, troubleshooting hardware and software issues, and collaborating with supervisors and team members to ensure operational consistency. Skilled in Windows Desktop support, Microsoft Active Directory, and enterprise anti-virus solutions. Adept at problem-solving and maintaining open communication to meet SLAs. Successfully completed a project management certification and implemented a new collaboration tool. Excited to contribute to a mission-driven organization and leverage my technical expertise to drive efficiency and enhance user satisfaction.

EXPERIENCE

Desktop Technician

2022 - Ongoing

Tech Solutions Company

New York

Provided day-to-day local and remote desktop support, troubleshooting hardware, software, and application issues resulting in a 20% increase in issue resolution efficiency. Facilitated customer resolution for calls and maintained timely communication on status and resolution.

- Provided first/second level contact and problem resolution for customer issues resulting in a 15% reduction in ticket escalation.
- Worked with third-party vendors to remediate complex AV issues as needed, resulting in a 10% increase in AV issue resolution rate.
- Installed, upgraded, supported, and troubleshooted XP, Windows 7, Windows 8.1, Windows 10, Microsoft Office 2010, and Cisco Jabber, resulting in a 25% increase in user satisfaction.
- Performed general preventative maintenance tasks on computers, laptops, and printers, resulting in a 30% decrease in hardware-related issues.
- Used diagnostic tools to troubleshoot problems associated with network connectivity and workstation hardware/software, resulting in a 40% reduction in network downtime.

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Peterson's



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