

[First Last Name]

[City, State] | [email@example.com] | [(555) 555-5555] | [LinkedIn URL]

PROFESSIONAL SUMMARY

[Detail-oriented **Help Desk Technician** with [X] years of experience providing Tier 1–2 technical support in fast-paced environments. Proven track record of resolving high-volume support tickets, improving first-call resolution, and delivering clear, user-friendly guidance to non-technical stakeholders. Skilled in troubleshooting [Windows/macOS], [Office 365], and common enterprise applications, with a strong focus on customer satisfaction and SLA adherence. Adept at documenting solutions, collaborating with cross-functional IT teams, and continuously enhancing support processes.]

EXPERIENCE

[Help Desk Technician] | [Mid-Sized Technology Company]

[Month Year] – Present | [City, State]

- [Respond and resolve an average of [X–Y] tickets per day via phone, email, and ticketing system ([ServiceNow]/[Jira Service Management]), maintaining a first-call resolution rate above [Z]% and meeting or exceeding all SLA targets.]
- [Troubleshoot and support end users on [Windows 10/11], [macOS], [Office 365], VPN connectivity, printers, and basic network issues, reducing repeat incidents by systematically documenting root causes and solutions in the knowledge base.]
- [Onboard new employees by setting up user accounts in [Active Directory]/[Azure AD], configuring mailboxes in [Exchange/Office 365], and provisioning hardware/software, helping cut onboarding resolution time by [X]% through standardized checklists.]

[IT Support Specialist] | [Healthcare Services Organization]

[Month Year] – [Month Year] | [City, State]

- [Provided Tier 1 support to [X+] on-site and remote staff for clinical and business applications, escalating complex issues to Tier 2/3 teams and ensuring timely follow-up and clear communication with end users.]
- [Used remote support tools ([TeamViewer]/[AnyDesk]/[Microsoft Remote Desktop]) to diagnose and fix software, peripheral, and basic network issues, contributing to a [X]% reduction in desk-side support visits.]
- [Documented incidents, resolutions, and workarounds in the ticketing system, creating step-by-step knowledge articles that improved team efficiency and shortened average ticket handling time by [X] minutes.]

EDUCATION

[Associate of Science in Information Technology] | [Community College Name]

[Month Year] – [Month Year] | [City, State]

- [Relevant Coursework: Networking Fundamentals, Operating Systems, PC Hardware, IT Support, Scripting Basics.]
- [Capstone project: Implemented a small office network and help desk workflow simulation, including ticket logging, escalation, and resolution documentation.]

[Certification(s): CompTIA A+ / Network+ / Microsoft 365 Certified: Fundamentals]

[Month Year] – [Month Year]

SKILLS

- **Technical Support:** [Tier 1–2 troubleshooting], [Windows 10/11], [macOS], [Office 365], [basic networking (TCP/IP, DNS, DHCP)], [VPN], [remote desktop tools].
- **Tools & Platforms:** [ServiceNow], [Jira Service Management], [Zendesk], [Active Directory/Azure AD], [Exchange/Office 365 Admin Center], [remote support tools].

- **Hardware & Systems:** [PC imaging and deployment], [printers and peripherals], [mobile device setup (iOS/Android)], [basic VOIP phone configuration].
- **Security & Compliance:** [Password and account management], [multi-factor authentication support], [basic security best practices], [data privacy awareness].
- **Documentation:** [Ticket documentation], [knowledge base article creation], [user guides], [standard operating procedures (SOPs)].
- **Soft Skills:** [Customer service], [clear verbal and written communication], [patience and empathy], [problem solving], [time management], [team collaboration].

PROJECTS

[Internal Knowledge Base Improvement Initiative] | [IT Support Team]

[Month Year] – [Month Year]

- [Reviewed frequently recurring ticket types and created/update [X+] step-by-step knowledge base articles, including screenshots and user-friendly instructions for common issues (password resets, VPN setup, printer mapping).]
- [Collaborated with fellow technicians to standardize troubleshooting workflows, resulting in more consistent resolutions and a measurable drop in repeat incidents for documented issues.]

[Small Office Help Desk Lab Environment] | [Personal / Academic Project]

[Month Year] – [Month Year]

- [Set up a test environment including a Windows Server domain, multiple client machines, and a basic ticketing system to practice user account management, group policies, and remote support scenarios.]
- [Simulated common help desk requests (new user onboarding, password resets, printer configuration, software installation) and documented troubleshooting steps, building a personal library of reusable solutions.]