

Michael Carter

Help Desk Technician

City, ST
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(555) 123-4567

IT help desk specialist with a focus on technical troubleshooting and user support

Detail-oriented IT help desk professional with two years of experience resolving technical issues, assisting end-users, and maintaining IT systems. Adept at diagnosing hardware and software problems, reducing downtime, and improving efficiency.

Professional Experience

Help Desk Technician

Tech Solutions Inc., City, ST | June 2022 - Present

- Resolved an average of 50+ IT support tickets per week, reducing resolution time by 30%
- Assisted employees with software installations, password resets, and hardware issues

IT Support Intern

City University, City, ST | January 2021 - May 2022

- Provided hands-on troubleshooting for over 200 students and faculty members
- Installed and configured software on university-owned computers

Education

Bachelor of Science in Information Technology (May 2022)

City University, City, ST

Key Skills

- Technical troubleshooting
- Ticketing systems (ServiceNow, Zendesk)
- Windows and macOS support
- Hardware and software installation
- Remote desktop support