

ELENA MARTINEZ

IT Technician

City, ST
elenamartinez@email.com
(555) 654-9870

IT technician with experience in hardware maintenance and troubleshooting

Detail-oriented IT technician with expertise in repairing hardware, troubleshooting network issues, and providing technical support to end-users. Adept at maintaining IT systems and improving efficiency.

Professional Experience

April 2021 - Present	IT Technician <i>Rapid Tech Solutions, City, ST</i> <ul style="list-style-type: none">Diagnosed and repaired over 100+ laptops, desktops, and networking devices monthlyAssisted in setting up IT infrastructure for new offices, reducing setup time by 25%
August 2019 - March 2021	Technical Support Assistant <i>City Retail Electronics, City, ST</i> <ul style="list-style-type: none">Provided technical support for retail customers, troubleshooting hardware and software issuesTrained staff on new POS systems, improving efficiency in daily operations

Education

Associate Degree in Computer Networking (May 2019) City Technical College, City, ST

Key Skills

<div></div>	Computer hardware diagnostics
<div></div>	Software installation and updates
<div></div>	Network troubleshooting
<div></div>	Printer and peripheral support
<div></div>	Customer service and IT training

Certifications

- CompTIA A+
- Microsoft Certified: Modern Desktop Administrator