



# Jessica Lopez

IT Support

City, ST  
jessicalopez@email.com  
(555) 432-9876

**IT support specialist with a focus on troubleshooting and system maintenance**

Dedicated IT professional with three years of experience providing technical support, troubleshooting network issues, and assisting end-users with software and hardware concerns.

## PROFESSIONAL EXPERIENCE

**IT Support Technician**

Tech Assist Inc., City, ST | July 2021 - Present

- Resolved over 75+ technical support tickets weekly, improving efficiency by 40%
- Assisted with software and hardware installations, ensuring system stability

**Help Desk Associate**

City Healthcare Systems, City, ST | March 2020 - June 2021

- Provided IT support for 500+ employees, reducing system downtime by 30%
- Trained employees on new software applications and security protocols

## EDUCATION

**Associate Degree in Information Technology (May 2020)**

State College, City, ST

## KEY SKILLS

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End-user support

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Network troubleshooting

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Software installation and updates

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Remote desktop support