

# Kevin Ramirez

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LinkedIn

Entry-level IT support specialist with experience in troubleshooting and system administration

Technically skilled IT professional with hands-on experience in resolving technical issues, assisting users, and maintaining IT infrastructure.

## Professional Experience

### IT Support Intern

Tech Solutions Inc., City, ST

June 2023 - December 2023

- Resolved over 50+ IT support tickets per week, reducing system downtime by 20%
- Assisted employees with software installations and network troubleshooting

### Help Desk Assistant

University IT Services, City, ST

August 2022 - May 2023

- Provided IT support to students and faculty for various technical issues
- Maintained and updated system documentation for common troubleshooting procedures

## Key Skills

Hardware and software troubleshooting

Network administration (LAN/WAN)

Ticketing systems (ServiceNow, Zendesk)

Windows and macOS support

Cybersecurity best practices

## Education

Bachelor of Science in Information Technology (May 2024)

State University, City, ST