Entry-Level IT Resumé

TITLE
000-000-0000 / EMAIL / CITY, STATE, ZIP

Profile

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Experience

Entry Level IT Support - BizTechie Solutions
2022 – Current
- Increased customer subscription by setting up over 200 user accounts, passwords, and profiles
- Ensured smooth operations by preparing IT equipment prior to deployment
- Assisted with the safe disposal of over 100 business devices, including mobile phones and laptops
- Provided end-user support by resolving 78% of hardware issues
- Increased customer satisfaction rate with the company by 9%, with a personal satisfaction rate of 96%

IT Helpdesk Intern - Zimmerman Finance Group
Mar 2021 – September 2021
- Assisted with IT concerns across the office and helped restore 50 accounts, passwords, and user profiles
- Recorded all activity on work devices to maintain an accurate log for company records
- Aided IT support department with preparing IT equipment for user deployment
- Helped IT support provide end-user support for hardware issues, resolving 64% of cases.
- Recorded changes in internet and cable speeds and prepared a report for analysis by the IT support team

Project Experience
IT club
- Founded and presided over the university's IT club, where we focused on resolving network, systems, and OS issues
- Upgraded the Wi-Fi security for Block "C"

Education

B.A. in Computer Science - Boston State University
2017 – 2022
- GPA: 3.6
- Relevant Courses: Computer Networks, Operating Systems, Database Structures, Principles of Programming, Logic and Database Theory, Systems Engineering, Computer Systems

DEPARTMENT - SCHOOL
May 2009
- GPA: LIST
- AWARD
- AWARD

Skills

Expertise
- Backup management
- Teamwork
- Hardware and software maintenance
- Network Administration
- Problem-solving
- Equipment repairs, installations, and troubleshooting

Licenses & Accreditations

Licenses Licenses & Accreditations
- 2022 Cisco Certified Network Associate (CCNA)
- 2022 Google IT Support Professional Certificate
- 2021 Microsoft Certified Solutions Expert