NAME

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

Profile

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Experience

IT consultant - Vogner
2020 – Current
- Developed IT system specifications after evaluating specific client work conditions and business volume
- Recommended quality software, determined changes, and projected system modifications to solve individual client IT issues
- Decommissioned computers and networks
- Led successful process improvement efforts by simplifying the data backup process
- Analyzed IT systems requirements, individual IT needs, and resources to plan clients' IT projects and fulfill expectations

IT Support Specialist - Bandwidth Solutions
2018 – 2020
- Provided Help Desk-based IT phone support including troubleshooting, server support, and customer service.
- Maintained 11% above average customer satisfaction for all three years of work
- Used effective listening skills and technical knowledge to efficiently and compassionately resolve customer complaints with 15% more success than the company's average
- Performed 50 visits to sites to partner for solutions
- Created a ticket system for help desk, decreasing resolution time by 34%

Project Experience
- Developed Global End User Services, delivering the Splunk Universal Forwarder to more than 50,000 final clients in real time with 4 other support technicians.

Education

B.Sc in Computer Science - Ohio State University
2014 – 2018
- Relevant Courses: Computer Networks, Operating Systems, Database Structures, Programming Principles, Systems Engineering

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

Skills

Expertise
- Splunk
- Microsoft Office
- CompTIA
- Customer Service
- Leadership
- Problem-Solving

Licenses & Accreditations

Licenses Licenses & Accreditations
- Cisco Certified Network Associate (CCNA)
- Google IT Support Professional Certificate
- CompTIA A+ Technician