**First “Nick” Last**

00 0000 0000 ▪ email@email.com ▪ [*LinkedIn*](https://www.linkedin.com/in/teeganbartos/)

**Target Job Title Here**

**Technical Support | Remote Desk Support | Troubleshooting**

**Recent IT Graduate** offering a strong academic background in IT combined with rigorous experience as a hands-on IT Support Specialist trainee. Consistently recognizedfor technical trouble shooting skills used to resolve technical issues rapidly and cost-effectively. Technology competencies:

* **Systems:** CICS/ISPF/Mainframe, Unix, Linux, Windows, Novell, NetWare, Mac OS X, Mobile
* **Languages:** Visual Basics, SQL, HTML, ASP, CSS, C++, CGI, Perl, JavaScript
* **Databases:** Oracle, Access, Relational Databases
* **Software:** MS Project, MS Visio, MS Office

EDUCATION & TRAINING

**Bachelor of Science, Information Technology,** University of XYZ, GPA 3.7/4.0

**IT Support Specialist Trainee,** TechSkills

* Successfully completed TechSkills rigorous IT Support program. Received 4 weeks of intensive hands-on training and mentorship.
* Give an example of a project you worked on here.
* **Certifications:** CompTIA A+, HDI-Support Center Analyst (HDI-SCA), Azure, Microsoft365, Office365

PROFESSIONAL EXPERIENCE

ABC Company, Location Month 0000 – Month 0000

**Help Desk Intern**

* Spearheaded technical troubleshooting within the enterprise including system crashes, slow-downs, and data recoveries.
* Managed 30+ Priority 1 ticket issues per day. Resolved issues in a timely and cost effect manner, completed all required documentation, and properly closed the ticket.
* Recreated and developed knowledgebase articles for Windows 10 issues, resulting in a 35% increase in first-call resolutions and $5k in annual savings.
* Exceeded issue-resolution targets and achieved exemplary customer satisfaction scores, consistently scoring between 95-100% on all calls which outperformed the average of 90%.

University of XYZ, Location Month 0000 – Month 0000

**Student Help Desk Technician**

* Championed IT, networking, and desktop support to university students. Performed mainframe and account maintenance tasks to 30+ students per week.

TECHNICAL SKILLS

PC Maintenance and Upgrading ▪ Computer and Hardware Maintenance ▪ Operating Systems ▪ Networks ▪ Printers

PERSONAL INTERESTS

Building Computers (I’ve built 2 so far), Baking (I bake the best mac n cheese)