

Create a Resume in minutes with this template!

Build My Resume

## Marcy Knaup

100 Broadway Lane, New Parkland, CA 91010

Home: 000-000-0000 | Cell: (555) 987-1234

example-email@example.com

### Summary

Very technical IT Support Technician has terrific troubleshooting and good interpersonal skills to assist customers with computer issues. Possesses a thorough knowledge of computer hardware and software applications. Has a Bachelor's Degree in Computer Information Systems and eight years of experience working as an IT Support Technician.

### Highlights

- Excellent telephone skills and good ability to use Remote Access
- Good analytical and troubleshooting abilities
- Strong knowledge of viruses application glitches and hardware issues
- Patient and able to walk customers through troubleshooting and repair process
- Excellent communication abilities
- Good customer-service skills
- Keeps abreast of changes in technology
- Good organizational abilities
- Good understanding of installations and updates

### Work Experience

#### IT Support Technician Great Barrier Reef Technology

6/1/2012 - 9/1/2014  
New Cityland, CA

- Provided technical assistance to customers on inbound telephone tech support calls.
- Used remote access to perform troubleshooting when needed.
- Walked customers through step-by-step process for troubleshooting hardware issues.
- Assisted customers with anti-virus program installations and virus removals.
- Used good problem-solving skills for troubleshooting problems.
- Used great customer-service skills.

#### IT Support Technician Sheffield Products Inc.

6/1/2008 - 5/1/2012  
New Cityland, CA

- Installed and maintained company's computer systems and network.
- Performed upgrades and installed updates.
- Completed troubleshooting and repair when computers had problems.
- Assisted office staff with computer application questions.
- Conducted computer technology training with all new staff.
- Recommended computer products and applications to improve productivity.

### Education

Bachelor's of Sciences Degree - Computer Information Systems  
California Regional University

2008  
New Parkland, CA

Want more? Check out our other examples.

See More Examples

