

John Smith

Endpoint Support Specialist

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SKILLS

Troubleshooting ●

Communication ●

Problem-Solving ●

Time Management ●

IT Service Management ●

Cloud Computing ●

Cybersecurity ●

LANGUAGES

English Native

EDUCATION

Bachelor of Science in
Computer Science

2018 - 2020

New York University

New York, USA

Computer Science 3.8

STRENGTHS

Technical Expertise

Strong analytical and problem-solving skills, with the ability to troubleshoot complex technical issues

Communication

Excellent communication and interpersonal skills, with the ability to work effectively with clients and team members

HOBBIES

SUMMARY

Highly motivated and experienced Endpoint Support Specialist with a strong background in IT service management, technical support, and customer service. Proven track record of resolving complex technical issues and achieving high customer satisfaction ratings. Seeking a challenging role that utilizes my technical expertise and passion for delivering exceptional customer experiences.

EXPERIENCE

Endpoint Support Specialist 2020 - Present

IBM New York, USA

Provided technical support to clients via phone, email, and chat, resolving 95% of issues on the first call and achieving a customer satisfaction rating of 92%

- Troubleshoot and resolve complex technical issues with operating systems, software applications, and hardware
- Collaborated with senior technicians to resolve escalated issues, reducing escalation rate by 25%
- Utilized IT service management tools such as ServiceNow and JIRA to track and manage incidents, requests, and changes

Technical Support Representative 2018 - 2020

Dell Texas, USA

Resolved technical issues for clients via phone, email, and chat, meeting a first-call resolution rate of 90% and reducing average handling time by 15%

- Provided technical support for Dell laptops, desktops, and mobile devices, resolving issues with hardware, software, and operating systems
- Conducted remote troubleshooting and repair using tools such as Remote Desktop Connection and TeamViewer
- Identified and documented knowledge gaps, creating knowledge base articles and training materials to improve team performance

PROJECTS

Chatbot Implementation 2020

Project Lead

Implemented a automated chatbot using Python and Machine Learning to provide 24/7 support to clients, reducing support requests by 20%

Python • Machine Learning • Natural Language Processing

Reading technical blogs and attending webinars to stay up-to-date with industry trends and advancements

CERTIFICATES

CompTIA A+	2020
CompTIA CompTIA A+ Certification	
ITIL Foundation	2019
AXELOS ITIL Foundation Certification	