

Jane Doe

Level 1 Support Specialist

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Summary

Highly motivated and detail-oriented IT professional with 3+ years of experience in providing exceptional technical support to clients. Proven track record of resolving 95% of issues on the first call, with a customer satisfaction rating of 92%. Possesses excellent communication and problem-solving skills, with the ability to work effectively in a fast-paced environment.

Experience

Level 1 Support Specialist

Jan 2020 - Present

TechCorp

New York, USA

Provide technical support to clients via phone, email, and chat, resolving hardware and software issues, and escalating complex problems to senior technicians.

- Respond to and resolve 50+ customer inquiries per day, with a first-call resolution rate of 90%
- Conduct troubleshooting and diagnostic tests to identify and resolve technical issues, resulting in a 25% reduction in repeat calls
- Collaborate with senior technicians to resolve complex issues, and provide feedback to improve processes and procedures

Junior Support Specialist

Jun 2018 - Dec 2019

IT Solutions

Chicago, USA

Assisted senior support specialists in resolving technical issues, and provided basic technical support to clients.

- Assisted in resolving 20+ customer inquiries per day, with a first-call resolution rate of 80%
- Conducted basic troubleshooting and diagnostic tests to identify and resolve technical issues, resulting in a 15% reduction in repeat calls

Education

Bachelor's

Aug 2014 - May 2018

University of Illinois

Urbana, USA

Computer Science

3.5/4.0

Skills

Technical Support
Troubleshooting
Communication
Problem-Solving
Time Management
Microsoft Office
Windows Operating System

Languages

English Native

Hobbies

Reading technical books

Certificates

CompTIA A+ Jun 2019

CompTIA

Certification in computer hardware and software

Awards

Employee of the Month

Mar 2020

TechCorp

Awarded for excellent customer service and technical support

References

John Doe

Senior Support Specialist

Supervisor

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