

JOHN SMITH

LEVEL 2 SUPPORT SPECIALIST

CONTACT

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🏠 New York, USA

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SUMMARY

Highly skilled and experienced Level 2 Support Specialist with a strong background in IT service management, technical troubleshooting, and customer support. Proven track record of resolving complex issues, improving process efficiency, and delivering excellent customer satisfaction.

SKILLS

- Technical Troubleshooting
- Communication
- Problem-Solving
- Time Management
- Leadership
- IT Service Management
- Networking Fundamentals
- Operating System Administration

EDUCATION

Bachelor of Science

Jan 2015 - Dec 2018

University of Technology

New York, USA

Computer Science 3.5/4.0

LANGUAGES

English Native

Spanish Intermediate

CERTIFICATES

CompTIA A+ Jun 2018

CompTIA

Demonstrated expertise in installing, configuring, and troubleshooting computer systems, networks, and mobile devices.

EXPERIENCE

Level 1 Support Specialist

Jan 2019 - Jun 2020

Tech Support Inc.

New York, USA

Provided technical support to customers via phone, email, and chat, resolving 85% of issues on the first call.

- Resolved an average of 50 customer issues per day, with a customer satisfaction rating of 92%.
- Collaborated with senior technicians to resolve complex issues, reducing escalation rates by 25%.
- Participated in knowledge base development, creating and editing articles to improve team efficiency and customer self-service.

Level 2 Support Specialist

Jul 2020 - Present

IT Help Desk Solutions

New York, USA

Served as a technical expert, resolving complex customer issues and providing guidance to junior technicians.

- Reduced average resolution time by 30% through process improvements and efficient troubleshooting.
- Increased customer satisfaction ratings by 15% through proactive communication and effective issue resolution.
- Developed and delivered training sessions to junior technicians, improving team knowledge and skills.

PROJECTS

IT Service Management Process Implementation

Jan 2020 - Mar 2020

Team Member

Collaborated with the IT team to design and implement a comprehensive IT service management process, resulting in a 25% reduction in incident resolution time.

ITIL • ServiceNow

ITIL Foundation Certificate

Dec 2019

AXELOS

Gained knowledge of IT service management best practices, including incident, problem, and change management.
