

John Doe

Mobile Device Support Specialist

Highly skilled and experienced Mobile Device Support Specialist with a strong background in troubleshooting, repair, and customer service. Proficient in a range of technical skills, including HTML, CSS, JavaScript, and MySQL. Proven track record of resolving complex technical issues and improving customer satisfaction.

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Experience

Mobile Device Support Specialist

TechCorp • New York, USA • Jan 2020 - Present

Provided technical support for mobile devices, resolved issues, and improved customer satisfaction

- Resolved 95% of customer complaints within 24 hours, resulting in a 25% increase in customer satisfaction ratings
- Conducted troubleshooting and repair of mobile devices, reducing average repair time by 30%
- Collaborated with the development team to identify and resolve software issues, resulting in a 40% reduction in software-related problems
- Developed and implemented a knowledge base for common mobile device issues, reducing support inquiries by 20%

IT Help Desk Technician

HelpDesk Solutions • Chicago, USA • Jun 2018 - Dec 2019

Provided technical support for desktop and mobile devices, resolved issues, and improved customer satisfaction

- Resolved 90% of customer complaints within 24 hours, resulting in a 20% increase in customer satisfaction ratings
- Conducted troubleshooting and repair of desktop and mobile devices, reducing average repair time by 25%
- Collaborated with the development team to identify and resolve software issues, resulting in a 30% reduction in software-related problems
- Assisted in the development and implementation of a ticketing system, resulting in a 15% increase in support efficiency

Projects

Mobile Device Support Portal

Lead Developer • Mar 2020 - Jun 2020

Developed a web-based portal for mobile device support, featuring a knowledge base, ticketing system, and device tracking

HTML • CSS • JavaScript • MySQL

Device Repair Tracker

Developer • Sep 2019 - Dec 2019

Developed a mobile application for tracking device repairs, featuring barcode scanning and automated reporting

Java • Android Studio • MySQL

Certificates

CompTIA A+ Certification

CompTIA • Jun 2018

Certification in computer hardware, software, and networking

Apple Certified Support Professional

Skills

Troubleshooting,
Mobile Device Repair,
Customer Service, HTML, CSS,
JavaScript, MySQL

Languages

English, Native
Spanish, Intermediate

Awards

Best Support Specialist

TechCorp • Dec 2020

Awarded for exceptional customer service and technical support

References

Jane Smith, IT Manager
Supervisor
janesmith@techcorp.com

Bob Johnson
Help Desk Manager
Former Supervisor
bobjohnson@helpdesksolutions.com

Hobbies

Reading, Hiking

Education

Bachelor of Science

University of Illinois
Urbana, USA

Aug 2014 - May 2018

Computer Science • 3.5

