



Emma Johnson

IT Intern

CONTACT INFORMATION



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Chicago, IL

KEY SKILLS

- Hardware and software troubleshooting
- Microsoft Office Suite
- Network setup
- Problem-solving
- System upgrades

EDUCATION

Bachelor of Science in Computer Science | University of Illinois, Chicago, IL | May 2023

ABOUT ME

Motivated IT graduate with foundational technical skills

Recent computer science graduate eager to apply technical skills in troubleshooting, system maintenance, and software configuration. Known for quick learning and adaptability in IT environments.

PROFESSIONAL EXPERIENCE

IT INTERN | TECHCARE SOLUTIONS, CHICAGO, IL MAY 2023 - AUGUST 2023

- Assisted with troubleshooting hardware and software issues for over 50 employees
- Installed and configured software applications on new and existing systems
- Documented common technical issues to streamline support processes

STUDENT HELP DESK ASSISTANT | UNIVERSITY IT SERVICES, CHICAGO, IL SEPTEMBER 2022 - MAY 2023

- Provided first-line technical support for 300+ students and faculty, resolving issues with minimal supervision
- Assisted in setting up and maintaining computer labs across campus
- Developed guides for basic troubleshooting steps, reducing ticket volume by 15%