



John Davis

IT Help Desk Specialist

IT help desk specialist with a focus on customer satisfaction

Dedicated professional with three years of experience resolving technical issues and optimizing user systems. Adept at troubleshooting hardware, software, and network problems to improve operational efficiency.

CONTACT INFORMATION



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Denver, CO

KEY SKILLS

- End-user support
- Hardware and software installation
- Issue escalation
- Network troubleshooting
- System maintenance

EDUCATION

Bachelor of Science in Information
Technology
University of Colorado, Denver, CO

PROFESSIONAL EXPERIENCE

IT Help Desk Specialist | TechSolutions, Denver, CO
June 2021 - Present

- Provided technical support for 150+ employees, resolving 95% of issues within a 24-hour period
- Configured hardware and software for new employees, reducing onboarding time by 20%
- Improved ticket resolution rate by 30% through optimized workflows

IT Support Assistant | InnovateTech, Denver, CO
January 2019 - June 2021

- Assisted in troubleshooting network and system outages for a company with over 100 devices
- Created user-friendly guides for common issues, reducing help desk tickets by 15%
- Monitored and maintained security protocols to protect sensitive company data