

STEVEN MARTIN

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City, State Abbreviation zip code

PROFILE

Reliable help desk technician and IT undergraduate with almost two years of experience in high-volume ticket environments. Background in video management systems and computer support. Delivers technical solutions to improve system reliability through consistent client communication. Team collaborator who works well under tight deadlines.

PROFESSIONAL EXPERIENCE

Help Desk Technician, Yorktel, New York, NY

June 2023 – present

- Manage over 150 tickets per month, providing support for video management systems
- Improve system reliability through timely remote troubleshooting and clear technical guidance via phone and email
- Collaborate with a team of 10 technicians to oversee the installation of video systems across 50 sites
- Maintain an open line of communication with clients to keep them informed on the status of their service issues

Help Desk Technician I, Absolute Computer Solutions, Newark, NJ

March 2022 – April 2023

- Handled an average of 10 tickets per day with a 98% ticket resolution rate on first contact
- Utilized RMM tools to keep track of all client systems and proactively resolve issues
- Improved data accuracy and service efficiency after updating more than 500 client records within the ticketing system
- Engaged in weekly team meetings to offer insight and feedback on company procedures

EDUCATION

Bachelor of Science (B.S.) Information Technology

Expected: 2024

New Jersey Institute of Technology, Newark, NJ

KEY SKILLS

- Adaptability
- Client communication
- Customer service orientation
- Hardware support
- Ticket management
- Remote troubleshooting

CERTIFICATIONS

- Microsoft 365 Certified: Modern Desktop Administrator Associate, Microsoft, 2024
- CompTIA A+ Certification, CompTIA, 2021