



# STEVEN MARTIN

Help Desk Technician

## CONTACT



(123) 456-7890



email@example.com



City, State Abbreviation Zip



LinkedIn | Portfolio

## KEY SKILLS

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

## EDUCATION

**Bachelor of Science (B.S.) Information Technology**

Expected: 2024

New Jersey Institute of Technology,  
Newark, NJ

## ABOUT ME

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, | June 2023 – present**

Yorktel, New York, NY

- 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 | March 2022 – April 2023**

Absolute Computer Solutions, Newark, NJ

- 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

## CERTIFICATIONS

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