SELENA RAMIREZ

CONTACT

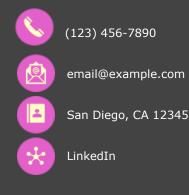📞 (123) 456-7890

✉ email@example.com

🪪 San Diego, CA 12345

✳ LinkedIn

KEY SKILLS

- Customer service
- System maintenance
- Technical troubleshooting

EDUCATION

- Bachelor of Science in Information Technology
  MASSACHUSETTS INSTITUTE OF TECHNOLOGY, Cambridge, MA

- Bachelor of Science in Computer Science
  STANFORD UNIVERSITY, Stanford, CA

- Bachelor of Science in Information Systems
  UNIVERSITY OF CALIFORNIA, Berkeley, CA

ABOUT ME

A highly skilled help desk associate with a strong IT, computer science, and information systems background. Proven track record in diagnosing and resolving technical issues, developing comprehensive training programs, and performing regular system maintenance tasks at renowned companies.

PROFESSIONAL EXPERIENCE

IT HELP DESK SPECIALIST, IBM, NEW YORK, NY
JUNE 2018 - PRESENT

- Diagnose and resolve over 500 technical issues related to hardware, software, and network systems, improving system efficiency by 30%
- Developed and implemented a comprehensive training program for over 200 users on various computer systems and applications, resulting in a 40% decrease in user-related issues
- Perform regular system maintenance tasks, including software updates and system backups, ensuring optimal system performance and minimizing downtime

HELP DESK ASSOCIATE, GOOGLE, MOUNTAIN VIEW, CA
JUNE 2017 TO MAY 2018

- Addressed and resolved over 300 technical issues, improving customer satisfaction by 25%
- Created user manuals and guides for various systems and applications, enhancing user understanding and reducing the number of help desk queries by 20%
- Provided ongoing support and guidance to users, ensuring smooth operations and maintaining a high level of user satisfaction

PROFESSIONAL DEVELOPMENT

- Computing Technology Industry Association (CompTIA) A+ Certification
- Microsoft Certified: Azure Fundamentals, Microsoft
- Information Technology Infrastructure Library (ITIL) Foundation Certification, AXELOS