

ALIYA JACKSON

Boston, MA 12345 • (123) 456-7890 • email@example.com • LinkedIn

A highly skilled help desk coordinator from prestigious institutions with a solid educational background in IT, computer science, and information systems. Proven experience in managing and coordinating help desk operations, training staff, and implementing efficient software systems at leading tech companies.

Professional Experience

Help Desk Supervisor, IBM, New York, NY | June 2016 - Present

- Supervised a team of 10 help desk technicians, improving overall team performance by 20%
- Implemented a new ticketing system that increased efficiency and reduced response time by 30%
- Developed and conducted training programs for new hires, resulting in a 15% increase in first-call resolutions

Help Desk Analyst, Microsoft, Redmond, WA | May 2015 - June 2016

- Provided technical support to over 500 employees, maintaining a 95% customer satisfaction rate
- Assisted in the implementation of a new help desk software, which improved ticket tracking and reporting
- Resolved an average of 60 tickets daily, exceeding the company's key performance indicators (KPIs) by 10%

Key Skills

- Customer communications
- Help desk software
- 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

Professional Development

- CompTIA A+ Certification, CompTIA
- ITIL Foundation Certification, AXELOS
- Microsoft Certified: Azure Fundamentals, Microsoft