SKYLER THOMPSON

A highly skilled IT help desk associate from prestigious institutions with a strong educational background in IT, computer science, and information systems. Proven track record in troubleshooting and resolving technical issues, providing user support, and performing system maintenance tasks at leading tech companies.

CONTACT

📞 (123) 456-7890

✉ email@example.com

✳ LinkedIn | Portfolio

📇 San Francisco, CA 12345

KEY SKILLS

- System maintenance
- Technical troubleshooting
- User support

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 EXPERIENCE

IT Help Desk Associate | Microsoft, Redmond, WA
June 2018 - Present

- Diagnose and resolve over 500 technical issues related to hardware, software, and network systems, improving system efficiency by 30%
- Provide daily user support for over 200 employees, including answering queries, providing step-by-step instructions, and remote assistance, leading to a 40% decrease in user-related issues
- Perform regular system maintenance tasks, including updating software and installing patches, ensuring the overall health and performance of the IT systems

IT Support Specialist | IBM, Armonk, NY
May 2017 - June 2018

- Troubleshot and resolved over 300 technical issues, improving system efficiency by 25%
- Provided user support for over 100 employees, leading to a 35% decrease in user-related issues
- Assisted in regular system maintenance tasks, including software updates and patch installations, contributing to the overall health and performance of the IT systems

PROFESSIONAL DEVELOPMENT

- CompTIA A+ Certification, CompTIA
- Microsoft Certified: Azure Fundamentals, Microsoft
- Cisco Certified Network Associate (CCNA), Cisco