



DANIEL LOPEZ

Detail-oriented professional with five years of experience in providing technical support for software and hardware products. Adept at resolving complex issues and delivering high-quality service to improve user satisfaction.

CONTACT



(123) 456-7890



email@example.com



LinkedIn | Portfolio



Minneapolis, MN 12345

KEY SKILLS

- Software troubleshooting
- Hardware diagnostics
- Technical product training
- Knowledge base development
- CRM systems (e.g., Zendesk, HubSpot)

EDUCATION

Bachelor of Science in
Information Technology |
December 2016
Tech University, City, ST

PROFESSIONAL EXPERIENCE

Technical Support Representative | TechFix Inc., City, ST

January 2019 to present

- Resolved 300+ monthly technical issues for users, achieving a 98% first-contact resolution rate
- Developed a knowledge base that reduced repetitive inquiries by 25%
- Conducted virtual training sessions for new product users, increasing adoption rates by 20%

Help Desk Associate | IT Solutions Co., City, ST

March 2017 – January 2019

- Diagnosed and resolved hardware issues for 50+ devices weekly, reducing downtime by 30%
- Provided tier-one technical support for software applications, escalating only 5% of cases
- Assisted in rolling out system updates for 1,000+ users, ensuring minimal disruption