Ethan **Morgan**

Tech-savvy administrative assistant with five years of experience supporting information technology (IT) teams. Skilled in ticket management, scheduling, and documentation for technical projects. Proficient in using tools like Jira, ServiceNow, and Confluence.

CONTACT

- 📞 (123) 456-7890
- ✉️ youremail@example.com
- LinkedIn
- Austin, TX 78701

KEY SKILLS

- Documentation management
- IT ticketing systems
- Project scheduling
- Software onboarding
- Technical support coordination

PROFESSIONAL EXPERIENCE

Technology Administrative Assistant | InnovateTech Solutions, Austin, TX | March 2018 – Present

- Managed IT ticketing system, ensuring 95% resolution rate within service level agreement (SLA) timelines
- Schedule and track progress for multiple technical projects, maintaining adherence to deadlines
- Prepare technical documentation and training materials for end users
- Coordinated onboarding for software implementations, reducing downtime by 20%

Office Assistant | NextWave IT, Austin, TX | May 2016 – February 2018

- Supported IT team by organizing project files and maintaining hardware inventory
- Responded to user inquiries and directed them to appropriate technical support staff

EDUCATION

Bachelor of Arts (B.A.) in Information Systems
University of Texas, Austin, TX | June 2016

CERTIFICATIONS

- Certified IT Support Administrator, CompTIA, January 2020