



# Skyleer Thompson

## IT Help Desk Associate

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

 San Francisco, CA 12345

## KEY SKILLS

- System maintenance
- Technical troubleshooting
- User support

## PROFESSIONAL EXPERIENCE

June 2018

IT Help Desk Associate | Microsoft | Redmond, WA

- 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

May 2017 - June 2018

IT Support Specialist | IBM | Armonk, NY

- Troubleshoot 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

## 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

Microsoft Certified: Azure Fundamentals | Microsoft

Cisco Certified Network Associate (CCNA) | Cisco

