





Michael James

A technical support specialist with five years of experience troubleshooting hardware and software issues for end users. Adept at identifying creative solutions to complex technical issues and delivering exceptional customer service.

Contact

-  (123) 456-7890
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-  Austin, TX

Education

- Associate of Science (A.S.) in Information Technology
- Austin Community College,
Austin, TX
- May 2019

Key Skills

- Customer support
- IT service management (ITSM)
- Troubleshooting
- Technical support
- Remote support

Professional Experience

TECHNICAL SUPPORT SPECIALIST | IT HELP DESK SOLUTIONS, AUSTIN, TX
MARCH 2021 – PRESENT

- Identify timely solutions to tier 1 and tier II technical support tickets and maintain a 93% to 95% customer satisfaction rating year over year
- Provided remote desktop support for software installations and issue resolution
- Collaborated with IT teams to enhance daily workflows, contributing to a 12% reduction in average resolution times

TECHNICAL SUPPORT SPECIALIST | IT HELP DESK SOLUTIONS, AUSTIN, TX
JUNE 2019 – MARCH 2021

- Fielded 20 to 50 tier I and tier II trouble tickets per day, identified solutions to complex issues, and achieved a 97% customer satisfaction rating in 2020
- Led the implementation of a shared knowledge base to improve resolution times for recurring customer issues by over 30%