

# 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

 email@example.com

 LinkedIn

 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%