

# Help Desk Technician

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## Summary

Help desk technician with three years answering high call volume on a tier-1 and tier-2 service desk, fluent in Zendesk and remote-support tools, with consistently strong SLA compliance and customer-satisfaction scores.

## Experience

### Help Desk Technician, Tier 2, Pinnacle Support Center

2022 – Present

*City, ST*

- Fielded 55 to 70 inbound calls and chats per shift in Zendesk while holding a 96% SLA-met rate.
- Maintained an average customer-satisfaction (CSAT) score of 4.7 out of 5 across 1,800 surveyed tickets.
- Escalated only 9% of tickets to engineering by resolving most tier-2 software and account issues directly.
- Reduced average handle time from 9.2 to 6.5 minutes by building canned responses for the top 20 issues.
- Trained six new technicians on the queue, shortening their ramp from four weeks to two.
- Logged and tagged tickets consistently, improving the team's reporting accuracy to 98%.
- Resolved recurring VPN-disconnect complaints by documenting a fix that cut related tickets 44%.

### Help Desk Technician, Tier 1, Valley Tech Helpdesk

2021 – 2022

*City, ST*

- Answered 80-plus daily tickets covering password resets, software installs, and connectivity issues.
- Achieved a 93% first-contact resolution rate on routine tier-1 requests within the first quarter.
- Cut abandoned-call rate from 12% to 4% by improving queue routing and shift coverage.
- Walked non-technical callers through fixes calmly, earning the month's top peer-recognition award twice.
- Documented 25 new troubleshooting steps that joined the shared support knowledge base.
- Met or beat the 15-minute response target on 97% of priority tickets across the year.

## Education

### Information Technology Certificate

2020 – 2021

*Technical Institute — City, ST*

## Certifications & Licenses

CompTIA A+

## Skills

Zendesk · Tier 1 and tier 2 support · Remote troubleshooting · Password and account management · Software installation · Connectivity troubleshooting · SLA compliance · Knowledge-base use · Ticket documentation · Customer communication · Active listening · Escalation judgment