

# IT Support Specialist

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## Summary

IT support specialist with five years resolving hardware, software, and network issues for 600-plus end users, skilled in Windows and macOS administration, Active Directory, and ServiceNow ticketing with strong first-call resolution.

## Experience

### IT Support Specialist, Metro Business Services

2021 – Present

*City, ST*

- Resolved an average of 280 tickets per month in ServiceNow with a 91% first-contact resolution rate.
- Cut average ticket response time from 47 minutes to 14 by reorganizing the queue and writing triage macros.
- Imaged and deployed 400-plus Windows and macOS endpoints using Intune and a standardized build.
- Administered Active Directory and Microsoft 365 accounts for 620 users across four office locations.
- Reduced repeat password-reset tickets 58% by rolling out self-service reset and a short user guide.
- Built a 40-article knowledge base that deflected roughly 120 tickets per month to self-help.
- Maintained 99.5% asset-inventory accuracy across 900 tracked devices through quarterly audits.

### Desktop Support Technician, Greenfield Office Solutions

2019 – 2021

*City, ST*

- Provided tier-1 and tier-2 support for 250 users, closing 95% of tickets within the same business day.
- Configured and patched 180 workstations, bringing the fleet to 100% on supported OS versions.
- Troubleshoot printer, VPN, and connectivity issues that cut related tickets 35% after a driver standardization.
- Set up new-hire equipment and accounts, reducing onboarding setup time from a day to two hours.
- Documented recurring fixes that became the team's first formal troubleshooting playbook.
- Escalated and tracked vendor hardware warranty claims, recovering replacements on 40-plus devices.

## Education

### Associate of Applied Science in Information Technology

2017 – 2019

*Community College — City, ST*

## Certifications & Licenses

CompTIA A+ · Microsoft 365 Certified: Fundamentals

## Skills

Windows administration · macOS support · Active Directory · Microsoft 365 · ServiceNow ticketing · Hardware troubleshooting · Endpoint management (Intune) · Network basics · Remote support tools · Knowledge-base authoring · Asset management · Customer service