Arianne Gieske

Computer Repair Technician

Dedicated Computer Repair Technician with 1 year of experience, skilled in diagnosing and troubleshooting various hardware and software issues. Proficient in maintaining and upgrading computer systems, ensuring optimal performance and user satisfaction. Demonstrated ability to quickly adapt to new technologies and provide exceptional customer service.

arianne.gieske@gmail.com

(895) 948-0439

123 Oak Street, St. Louis, MO 63101

Education

Associate of Applied Science in Computer Repair Technology at Ozarks Technical Community College, Springfield, MO

Sep 2018 - May 2022

Relevant Coursework: Computer Hardware and Software Maintenance, Network Technologies, Operating Systems, Troubleshooting and Repair, Electronics Fundamentals, IT Customer Support, and Computer Security.

Links

linkedin.com/in/ariannegieske

Skills

Troubleshooting

Networking

Hardware Installation

Software Configuration

Data Recovery

Virus Removal

System Upgrades

Employment History

Computer Repair Technician at Tech Plus LLC, MO

Apr 2023 - Present

- Successfully diagnosed and repaired over 1,500 hardware and software issues in a span of one year, resulting in a 98% customer satisfaction rate and increased repeat business for Tech Plus LLC.
- Streamlined the repair process by implementing an efficient ticketing system, reducing average repair turnaround time by 30% and increasing overall productivity of the team by 20%.
- Conducted weekly training sessions for a team of 10 technicians, leading to a 25% improvement in their technical skills and contributing to a 15% increase in positive customer feedback for the company.

Junior Computer Repair Technician at Computer Solutions Springfield, MO

Aug 2022 - Feb 2023

- Successfully repaired and restored over 150 computers within a month, resulting in a 95% customer satisfaction rate and contributing to a 20% increase in monthly revenue for Computer Solutions Springfield, MO.
- Efficiently diagnosed and resolved complex hardware and software issues for clients, reducing average turnaround time from 5 days to 3 days and increasing overall productivity by 40%.
- Implemented a new inventory management system for computer parts and accessories, leading to a 30% reduction in stock discrepancies and a 15% increase in overall efficiency at the Computer Solutions Springfield, MO location.

Certificates

CompTIA A+ Certification

Jan 2022

Apple Certified Mac Technician (ACMT)

Aug 2020

Memberships

CompTIA (Computing Technology Industry Association)