

# Hilaree Norbut




## Computer Support Technician

Dedicated Computer Support Technician with 1 year of experience in providing exceptional technical assistance and customer service. Adept at troubleshooting hardware, software, and network issues, ensuring minimal downtime and maximum user satisfaction. Proficient in diagnosing and resolving complex problems, maintaining accurate documentation, and collaborating with cross-functional teams. Committed to staying updated on the latest technology trends and enhancing user experience.

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123 Mountain View Rd,  
Bozeman, MT 59715



Education

Associate of Applied Science  
in Computer Information  
Systems at Flathead  
Valley Community College,  
Kalispell, MT

Sep 2017 - May 2022

Relevant Coursework:  
Programming Fundamentals,  
Database Management,  
Network Administration, Web  
Development, System Analysis  
and Design, Information  
Security, and Computer  
Hardware and Software  
Support.

Links

[linkedin.com/in/hilareenorbut](https://www.linkedin.com/in/hilareenorbut)

Skills

Troubleshooting

Networking

Hardware Repair

Software Installation

Cybersecurity

Data Recovery

System Administration

### Employment History

#### Computer Support Technician at Montana Computer Technologies, MT

Mar 2023 - Present

- Successfully resolved over 1,500 technical issues for clients at Montana Computer Technologies, resulting in a 95% customer satisfaction rate.
- Increased the efficiency of the company's IT help desk by 30% through the implementation of new troubleshooting techniques and streamlining communication processes.
- Led a team of 4 technicians in a major network upgrade project for a client, completing the task within the given timeframe and budget while minimizing downtime for the client's business operations.
- Conducted over 20 training sessions for both clients and internal staff on various software and hardware topics, resulting in a 50% reduction in recurring support requests for those topics.

#### Junior Computer Support Technician at One Connect Tech Solutions, MT

Sep 2022 - Jan 2023

- Successfully resolved over 500 technical support tickets within the first six months, resulting in a 90% customer satisfaction rating and contributing to a 15% reduction in average ticket resolution time.
- Implemented an automated software deployment system that increased efficiency by 30% and reduced manual errors, leading to a 20% decrease in software-related support requests.
- Conducted comprehensive training sessions for over 100 employees on new software applications and hardware usage, achieving a 95% pass rate and reducing the number of support calls related to these topics by 25%.

### Certificates

#### CompTIA A+ Certification

Aug 2021

#### Microsoft Certified Solutions Associate (MCSA)

Apr 2020

### Memberships