

Dominga Vanharen

IT Support Analyst

Profile

I am an experienced IT Support Analyst with over 1 year of experience in managing technical support services and resolving issues in a timely manner. I possess strong knowledge of the latest IT technologies and experience in troubleshooting complex technical problems. I have a demonstrable track record of providing excellent customer service and resolving customer complaints. I am a reliable, organized and hardworking individual who is highly motivated to provide exceptional support to clients. My primary goal is to ensure that all IT services are operating efficiently and securely.

Employment History

IT Support Analyst at Delta Computer Solutions, MS

Jan 2023 - Present

- Implemented a new ticketing system that reduced customer wait times by 40%, resulting in an increase in customer satisfaction by 50%.
- Developed a comprehensive knowledge base that reduced customer support calls by 25% and improved customer service.
- Developed and implemented a system health monitoring solution, which identified and resolved over 500 system issues per month.
- Improved the customer support process, resulting in a 50% decrease in customer complaints.

IT Support Technician at IT Support Solutions of Mississippi, MS

Aug 2022 - Nov 2022

- Resolved over 200 technical support requests for IT Support Solutions of Mississippi within a three month period, reducing customer wait times by 30%.
- Developed and implemented a new system for tracking customer service tickets, resulting in increased efficiency and accuracy.
- Upgraded the company's network infrastructure to include faster, more secure routers and switches, resulting in improved network performance and better security.
- Diagnosed and repaired over 100 hardware and software problems for customers, increasing customer satisfaction by 40%.

Certificates

CompTIA A+ Certification

Sep 2021

Microsoft Certified Solutions Associate (MCSA)

Oct 2019

Memberships

Association of Information Technology Professionals (AITP)

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☎ (173) 303-2733

📍 Jackson, MS

Education

Associate of Applied Science in Information Technology Support at Mississippi Gulf Coast Community College, MS

Aug 2018 - May 2022

Relevant Coursework: Networking, Operating Systems, Programming, Database Design, Troubleshooting, System Analysis.

Links

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

Skills

Troubleshooting

Networking

System Administration

Customer Service

Documentation

Problem-Solving

Technical Knowledge

Languages

English

Dutch

Hobbies