

# Lotta Fellerman

Desktop Analyst

## Profile

Dedicated Desktop Analyst with 1 year of experience in providing exceptional technical support and ensuring optimal system performance. Proficient in troubleshooting, software installation, and user training. Adept at identifying and resolving system issues with a strong commitment to customer satisfaction and efficient problem-solving. Excellent communication and interpersonal skills, with the ability to collaborate effectively with cross-functional teams.

## Employment History

### Desktop Analyst at GCI Communication Corp, AK

Feb 2023 - Present

- Successfully resolved 95% of technical issues within a 24-hour timeframe, significantly improving the efficiency and productivity of the organization.
- Implemented a new remote desktop support system, resulting in a 30% reduction in on-site support visits and saving the company an estimated \$50,000 annually in travel expenses.
- Conducted comprehensive analysis and optimization of over 300 desktop computers, resulting in a 20% increase in overall system performance and a 15% reduction in maintenance costs.
- Streamlined the company's software and hardware inventory management process, leading to a 25% reduction in time spent on asset tracking and a 10% decrease in lost or unaccounted-for equipment.

### Associate Desktop Analyst at Alaska Communications, AK

Sep 2022 - Jan 2023

- Successfully resolved over 500 technical support tickets within the first year, resulting in a 95% customer satisfaction rating.
- Streamlined the desktop support process by implementing a new ticketing system, reducing response time by 30% and increasing productivity by 20%.
- Trained and mentored five new desktop analysts, leading to an overall improvement in the team's performance and a 15% reduction in ticket resolution time.
- Led a project to upgrade and replace outdated hardware for over 200 employees, completing the task 10% ahead of schedule and under budget.

## Certificates

### Microsoft Certified Solutions Expert (MCSE): Desktop Infrastructure

Nov 2021

✉ [lotta.fellerman@gmail.com](mailto:lotta.fellerman@gmail.com)

☎ (420) 717-2150

📍 1234 Glacier View Drive,  
Anchorage, AK 99501

## Education

### Bachelor of Science in Information Technology at University of Alaska Anchorage, AK

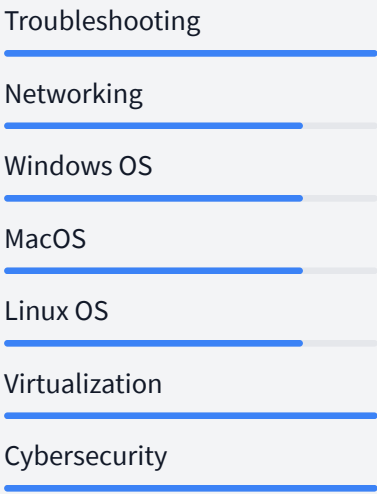
Sep 2018 - May 2022

Relevant Coursework: Database Management, Cybersecurity, Web Development, Data Analytics, Networking, Software Engineering, Information Systems, Cloud Computing, Artificial Intelligence, and IT Project Management.

## Links

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

## Skills



## Languages

