

# Tysha Babbs

Desktop Support Analyst

## Profile

Dedicated Desktop Support Analyst with 1 year of experience in providing exceptional technical assistance and customer support. Proficient in troubleshooting hardware, software, and network issues, as well as skilled in maintaining and updating system documentation. Adept at working in fast-paced environments and prioritizing tasks to ensure optimal system performance. Strong communication and interpersonal skills, committed to delivering high-quality service to end-users.

## Employment History

### Desktop Support Analyst at CompuCom Systems Inc., PA

Apr 2023 - Present

- Successfully resolved over 1500 technical issues, resulting in a 98% customer satisfaction rate and contributing to the company's overall productivity.
- Streamlined the desktop support process by implementing an efficient ticketing system, leading to a 25% reduction in response time and a 20% increase in issue resolution speed.
- Trained and mentored five new Desktop Support Analysts, improving their technical skills and enhancing the team's overall performance by 30%.
- Led a project to upgrade 500+ desktop computers to Windows 10, completing the task 10% ahead of schedule and under budget, resulting in improved system performance and security for the company.

### Junior Desktop Support Analyst at TEKsystems, PA

Aug 2022 - Mar 2023

- Successfully resolved 95% of technical support tickets within the targeted response time, leading to a 20% increase in overall customer satisfaction.
- Implemented an automated software deployment system, reducing manual installation time by 60% and increasing team efficiency.
- Assisted in the migration of over 500 desktops and laptops to Windows 10, completing the project 2 weeks ahead of schedule.
- Conducted monthly training sessions on IT best practices for employees, resulting in a 30% reduction in user-generated issues.

## Education

### Associate of Applied Science in Information Technology Support at Harrisburg Area Community College, Harrisburg, PA

Aug 2017 - May 2022

Relevant Coursework: Computer Networking, Cybersecurity, Programming, Database Management, Web Development, IT Project Management, Hardware and Software Support, System Administration, and IT Customer Service.

## Certificates

## Details

[tysha.babbs@gmail.com](mailto:tysha.babbs@gmail.com)

(955) 342-3411

123 Maple Street, Pittsburgh, PA 15213

## Links

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

## Skills

Troubleshooting

Networking

Windows OS

MacOS

Linux OS

Remote Support

Hardware Repair

## Languages

English

Urdu

## Hobbies

Building and upgrading computer systems

Troubleshooting and repairing electronic devices

Exploring and learning new software and technologies