

Avian Magas

Desktop Support Engineer

Profile

Dedicated Desktop Support Engineer with 1 year of experience providing comprehensive technical support to end-users. Skilled in troubleshooting, software and hardware installation, and system configuration. Effective communicator with strong problem-solving abilities and a commitment to enhancing user satisfaction.

Employment History

Desktop Support Engineer at Celerion, NE

Apr 2023 - Present

- Implemented a new ticketing system that increased efficiency by 35% and reduced response time by 50%, leading to higher customer satisfaction rates.
- Streamlined software deployment process, resulting in a 25% reduction in deployment time and a 20% increase in overall productivity.
- Successfully managed a company-wide Windows 10 migration for 500+ employees, completing the project two weeks ahead of schedule and under budget.
- Developed and implemented a comprehensive training program for new hires, reducing onboarding time by 40% and increasing employee retention by 15%.

Junior Desktop Support Engineer at First National Bank of Omaha, NE

Aug 2022 - Mar 2023

- Successfully resolved over 500 technical support tickets within the first year, resulting in a 98% customer satisfaction rating and contributing to a 15% decrease in overall ticket backlog.
- Implemented a new troubleshooting guide for the team, reducing average ticket resolution time by 20% and increasing first-call resolution rate by 10%.
- Assisted in the deployment of 200 new desktop systems and software upgrades across the organization, completing the project two weeks ahead of schedule and with minimal downtime for end-users.
- Developed and delivered training sessions on new software applications for over 100 employees, leading to a 25% increase in productivity and a 30% reduction in support calls for those applications.

Certificates

CompTIA A+ Certification

May 2022

Microsoft Certified Solutions Associate (MCSA): Windows 10

Dec 2020

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📍 123 Elm Street, Omaha, NE 68101

Education

Associate of Applied Science in Computer Network Administration at Metropolitan Community College, Omaha, NE

Aug 2018 - May 2022

Relevant Coursework: Network Fundamentals, Routing and Switching, Network Security, Linux Administration, Windows Server Administration, Cloud Computing, Virtualization, Wireless Networking, IT Project Management, and Cybersecurity.

Links

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

Skills

Troubleshooting

Networking

Windows OS

Linux OS

Hardware Repair

Virtualization

Remote Support

Languages

English

French