

# Ricci Musler

Desktop Support Technician

## Profile

Dedicated Desktop Support Technician with 1 year of experience providing exceptional technical assistance and customer service. Proficient in troubleshooting hardware, software, and networking issues, as well as providing timely resolutions to end-users. Demonstrated ability to work effectively in fast-paced environments and maintain strong relationships with colleagues and clients. Adept at prioritizing tasks and managing time efficiently to ensure optimal productivity and customer satisfaction.

## Employment History

### Desktop Support Technician at Tech Solutions Delaware, DE

Mar 2023 - Present

- Successfully resolved 95% of all technical issues within an average of 30 minutes, leading to increased customer satisfaction and a 20% reduction in downtime for Tech Solutions Delaware, DE clients.
- Implemented a new ticketing system that streamlined the support process, resulting in a 25% increase in efficiency and a 15% reduction in response time for addressing client concerns.
- Trained and mentored 10 new Desktop Support Technicians, improving the overall team's productivity by 30% and reducing onboarding time by 50%.
- Led a project to upgrade the entire company's hardware and software systems, completing the task 2 weeks ahead of schedule and under budget, saving the company \$25,000 in potential costs.

### Junior Desktop Support Technician at PC Support DE, DE

Jul 2022 - Jan 2023

- Successfully resolved over 500 technical issues, resulting in a 95% customer satisfaction rating.
- Implemented a new ticketing system that improved response time by 30% and increased overall team efficiency.
- Streamlined software installation processes, reducing average installation time by 25% and increasing productivity for end-users.

## Education

### Associate of Applied Science in Information Technology - Desktop Support Technician at Delaware Technical Community College, DE

Sep 2017 - May 2022

Relevant Coursework: Computer Hardware and Software, Operating Systems, Networking Fundamentals, Desktop Support and Troubleshooting, IT Security, System Administration, and Customer Service for IT Professionals.

## Certificates

### CompTIA A+ Certification

Oct 2021

## Details

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1234 Seaside Drive, Wilmington, DE 19807

## Links

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

## Skills

Troubleshooting

Networking

Hardware Repair

Software Installation

Virus Removal

Data Recovery

Remote Support

## Languages

English

Russian

## Hobbies

Building and repairing computers

Exploring new software and technologies

Gaming and virtual reality experiences