Jasma Welke

Desktop Technician

Profile

Dedicated Desktop Technician with a year of experience providing exceptional technical support and troubleshooting for diverse clients. Skilled in diagnosing and resolving hardware and software issues while maintaining a strong focus on customer satisfaction. Adept in managing multiple tasks, prioritizing workload, and ensuring timely completion of projects. Proficient in various operating systems, remote support, and IT documentation. Seeking to contribute technical expertise and strong problem-solving abilities to a dynamic IT team.

Employment History

Desktop Support Technician at Alltek Technology Solutions, WV
May 2023 - Present

- Successfully resolved 95% of over 2,000 technical support tickets within a one-year period, ensuring smooth operations for Alltek clients and maintaining high customer satisfaction levels.
- Implemented a new remote desktop support tool that increased efficiency by 30% and allowed for faster resolution of client issues, reducing average ticket resolution time from 24 hours to 17 hours.
- Developed and delivered a comprehensive training program for 15 new Desktop Support Technicians, which resulted in a 20% decrease in escalated tickets and improved overall team performance.
- Spearheaded a project to upgrade 500+ workstations to Windows 10 within a three-month timeframe, ensuring all systems were up-to-date with security patches and minimizing potential vulnerabilities.

Junior Desktop Support Technician at Summit Technology Services, WV
Aug 2022 - Apr 2023

- Successfully resolved 95% of incoming technical support tickets within the first 24 hours, improving customer satisfaction by 20%.
- Streamlined the company's software deployment process, reducing installation time by 30% and increasing the efficiency of the IT department.
- Implemented a new remote desktop support system which reduced on-site visits by 50%, saving the company $10,000 in travel expenses annually.
- Conducted monthly IT training sessions for over 100 employees, leading to a 25% decrease in support requests related to basic computer issues.

Certificates

CompTIA A+ Certification
Dec 2021

Contact

- jasma.welke@gmail.com
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- 123 Maple Street, Charleston, WV 25301

Education

Associate of Applied Science in Computer Information Systems at West Virginia University at Parkersburg, WV
Sep 2017 - May 2022

Relevant Coursework: Database Management, Network Administration, Web Development, Systems Analysis and Design, Cybersecurity, Programming Fundamentals, IT Project Management, and Computer Hardware and Software Support.

Links

linkedin.com/in/jasmawelke

Skills

Troubleshooting

Networking

Hardware Repair

Software Installation

Virus Removal

Data Recovery

Operating Systems

Languages

English

Hindi