Cathie Ynfante

Help Desk Agent

Profile

Dedicated Help Desk Agent with 1 year of experience providing exceptional customer support and technical assistance. Skilled in troubleshooting, problem-solving, and maintaining a high level of customer satisfaction. Proficient in various software applications, ticketing systems, and remote support tools. Adept at multitasking and prioritizing tasks in a fast-paced environment, while maintaining strong communication and interpersonal skills.

Employment History

Help Desk Agent at Denver Tech Solutions, CO
Feb 2023 - Present

- Successfully resolved over 500 technical issues per month, consistently exceeding the company's target of 400 resolutions, leading to a 25% increase in customer satisfaction ratings for Denver Tech Solutions, CO.
- Implemented a new ticketing system that streamlined the help desk workflow, reducing response time by 30% and increasing the overall efficiency of the support team at Denver Tech Solutions, CO.
- Trained and mentored five new help desk agents, resulting in a 20% reduction in average training time and contributing to a 15% improvement in the team's first-call resolution rate at Denver Tech Solutions, CO.

Junior Help Desk Agent at Boulder IT Help Desk, CO
Aug 2022 - Dec 2022

- Successfully resolved over 1,500 technical support tickets in a year, maintaining a 98% customer satisfaction rating and exceeding the company target of 95%.
- Streamlined the ticket resolution process by implementing a new knowledge base system, reducing average ticket resolution time by 25% and increasing team efficiency.
- Consistently ranked within the top 3 agents for monthly performance metrics, including ticket resolution time, customer satisfaction, and call handling time, contributing to the overall success of the Boulder IT Help Desk team.

Certificates

CompTIA A+ Certification
Jul 2021

HDI Support Center Analyst (HDI-SCA)
Jan 2020

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📍 1234 Aspen Lane, Colorado Springs, CO 80918

Education

Associate of Applied Science in Information Technology at Pikes Peak Community College, Colorado Springs, CO
Sep 2018 - May 2022

Relevant Coursework: Network Administration, Data Management, Programming Fundamentals, Web Development, IT Security, Computer Hardware, Operating Systems, and IT Project Management.

Links

linkedin.com/in/cathieynfante

Skills

Troubleshooting

Active Listening

Empathy

Multitasking

Zendesk proficiency

Remote support

ITIL knowledge

Languages

English

Arabic