

# Lidia Ancar

## Helpdesk Manager

### Profile

Results-driven Helpdesk Manager with 5 years of experience in providing exceptional technical support and customer service. Adept at leading cross-functional teams, optimizing helpdesk operations, and implementing innovative solutions to improve efficiency and user satisfaction. Proven track record in reducing response times, enhancing customer service, and streamlining workflow processes to maximize productivity. Demonstrated ability to troubleshoot complex technical issues and provide strategic direction to ensure the achievement of organizational objectives.

### Employment History

#### Helpdesk Manager at IBM Corporation, NC

Mar 2023 - Present

- Implemented a new ticketing system that streamlined the helpdesk workflow, resulting in a 25% reduction in average ticket resolution time and increasing customer satisfaction ratings by 10%.
- Led a team of 15 helpdesk technicians in providing IT support for over 3,000 IBM employees, achieving a 98% first-call resolution rate and consistently maintaining a team average response time of under 2 minutes.
- Developed and delivered comprehensive training programs for new hires, reducing onboarding time by 50% and increasing overall helpdesk efficiency by 15%.

#### Helpdesk Supervisor at Cisco Systems, NC

Sep 2018 - Feb 2023

- Successfully managed a team of 10 helpdesk technicians, resulting in a 20% increase in overall customer satisfaction ratings and a 15% decrease in average ticket resolution time within the first year.
- Implemented a new ticketing system that streamlined workflows and increased helpdesk efficiency by 30%, leading to a 25% reduction in the number of unresolved tickets.
- Developed and delivered training programs for helpdesk staff, which led to a 50% increase in first-call resolution rates and a 10% improvement in overall technical knowledge and skills.
- Collaborated with cross-functional teams to identify and resolve systemic issues, resulting in a 40% decrease in recurring incidents and a 35% reduction in related helpdesk support costs.

### Certificates

#### ITIL (Information Technology Infrastructure Library) Foundation Certification

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### Education

#### Bachelor of Science in Information Technology Management at North Carolina State University, Raleigh, NC

Sep 2014 - May 2018

Relevant Coursework: Database Management, Cybersecurity, Data Analytics, Networking, Cloud Computing, Web Development, IT Project Management, Systems Analysis and Design, IT Infrastructure, and Business Information Systems.

### Links

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

### Skills

Troubleshooting

ITIL Framework

Zendesk Software

Network Administration

Active Directory

SQL Knowledge

VoIP Systems

### Languages

English

Portuguese