

Wyvonia Peart

Information Technology Technician

Profile

Results-driven IT Technician with 1 year of experience in providing efficient technical support and solutions to various clients. Proficient in troubleshooting hardware, software, and network issues, and skilled in maintaining and updating documentation. Demonstrated ability to learn new technologies quickly and adapt to diverse work environments. Excellent communication and problem-solving skills, committed to delivering high-quality customer service and contributing to team success.

Employment History

Information Technology Technician at AVID Technical Resources, MA

Feb 2023 - Present

- Successfully implemented a new network infrastructure for a client, resulting in a 30% increase in network efficiency and a 25% reduction in downtime.
- Streamlined the IT helpdesk process by introducing an automated ticketing system, leading to a 40% improvement in response time and a 20% increase in customer satisfaction ratings.
- Led a team of 5 technicians in upgrading the company's data center, consolidating servers and virtualizing over 100 applications, ultimately reducing hardware costs by 35% and energy consumption by 20%.
- Developed and delivered comprehensive IT training programs for over 50 employees, increasing overall technical proficiency by 15% and reducing the number of helpdesk requests by 10%.

Junior Information Technology Technician at NWN Corporation, MA

Jul 2022 - Dec 2022

- Successfully resolved 95% of technical support tickets within the target timeframe, resulting in increased customer satisfaction and a 10% reduction in unresolved issues.
- Implemented an automated system for software updates that led to a 30% reduction in manual intervention and improved efficiency across the organization.
- Assisted in the migration of 200+ users to a new cloud-based email platform, ensuring minimal downtime and contributing to a 15% increase in overall productivity.

Certificates

CompTIA A+ Certification

Sep 2021

Cisco Certified Technician (CCT)

Jan 2020

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📍 123 Main Street, Boston, MA 02108

Education

Associate of Applied Science in Information Technology at Middlesex Community College, MA

Aug 2018 - May 2022

Relevant Coursework: Computer Programming, Web Development, Database Management, Networking, Cybersecurity, Operating Systems, IT Support, and Project Management.

Links

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

Skills

Troubleshooting

Networking

Cybersecurity

Cloud Computing

Database Management

Python Programming

Hardware Installation

Languages

English

Indonesian

Hobbies