

# Thora Hem

## IT Support Analyst

IT Support Analyst with 1 year of experience providing technical assistance and solutions for software and hardware issues. Highly skilled in troubleshooting, problem-solving, and maintaining computer systems and networks. Proficient in Windows and Linux operating systems, Microsoft Office Suite, and various helpdesk tools. Adept at working independently or as part of a team, prioritizing tasks, and communicating effectively with end-users and colleagues. Committed to continuous learning and staying current with industry trends to ensure the highest level of customer satisfaction.

[thora.hem@gmail.com](mailto:thora.hem@gmail.com)

(123) 914-6987

1234 Lone Star Drive, Austin, TX 78701

### Education

**Associate of Applied Science  
in Information Technology  
Support at Lone Star  
College, Houston, TX**  
Sep 2018 - May 2022

Relevant Coursework: Network Administration, Cybersecurity, Database Management, Web Development, Computer Programming, IT Project Management, Operating Systems, Hardware and Software Support, and Help Desk Operations.

### Links

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

### Skills

Troubleshooting

Networking

Cybersecurity

Cloud Computing

Database Management

Python Programming

Linux Administration

## Employment History

### IT Support Analyst at TechSage Solutions, TX

Apr 2023 - Present

- Implemented a new ticketing system that increased the efficiency of IT support by 40%, reducing average response time from 3 hours to 1.8 hours, and increasing the number of resolved tickets by 25% per week.
- Streamlined network troubleshooting processes, resulting in a 30% reduction in downtime for clients and a 20% increase in overall network performance for over 150 client businesses.
- Led a team of 4 support analysts in a major software migration project for a client with 200 employees, completing the project within the deadline and achieving a 95% satisfaction rate from end-users.
- Developed and conducted customized IT training sessions for over 50 clients, improving their employees' technical skills and reducing the number of support calls by 15%.

### Junior IT Support Analyst at Alliant Technologies, TX

Aug 2022 - Mar 2023

- Successfully resolved over 200 critical technical issues within the first six months, resulting in a 95% customer satisfaction rate and a 30% reduction in average ticket resolution time.
- Streamlined the internal IT support process by implementing a new ticketing system which increased efficiency by 40% and reduced response times by 20%.
- Spearheaded a project to upgrade the company's network infrastructure, leading to a 50% improvement in network stability and performance, as well as a 25% reduction in energy consumption.

## Certificates

### CompTIA A+ Certification

Mar 2022

### ITIL Foundation Certificate in IT Service Management

Jun 2020