

Emmalynn
Depot
IT Support Specialist

Profile

Employment History

Education

Details

emmalynn.depot@gmail.com
(748) 607-2381
1234 Oak Street, Suite 200, San Francisco, CA 94107

IT Support Specialist with 1 year of experience in providing efficient and effective technical assistance to clients. Proficient in troubleshooting hardware, software, and network issues, as well as maintaining and optimizing computer systems. Strong communication and customer service skills, with a commitment to continuous learning and staying current with the latest technology trends.

IT Support Specialist at Nerd Crossing, CA

Feb 2023 - Present

- Successfully resolved over 1,500 technical support tickets in a single year, resulting in a 95% customer satisfaction rating and contributing to Nerd Crossing's overall reputation for excellent service.
- Implemented a new IT ticketing system that increased efficiency by 30%, enabling the team to handle more support requests and reduce response time by an average of 2 hours per ticket.
- Led a company-wide cybersecurity training initiative that reduced security incidents by 40% within six months, saving the company an estimated \$50,000 in potential damages from data breaches and system downtime.
- Developed and maintained a comprehensive IT knowledge base, reducing the average time spent on resolving common issues by 25% and empowering team members to find solutions more quickly.

Junior IT Support Specialist at CalTech, CA

Sep 2022 - Jan 2023

- Successfully resolved over 500 technical support tickets within the first year of employment, consistently receiving positive feedback from clients and maintaining a 95% satisfaction rate.
- Implemented a new system for tracking and prioritizing IT support requests, which reduced response times by 35% and increased overall team efficiency.
- Conducted comprehensive training sessions for over 100 employees on essential software tools and security best practices, resulting in a 20% decrease in reported issues related to user error.

Associate of Applied Science in Information Technology Support at California State University, Sacramento

Aug 2017 - May 2022

Relevant Coursework: Computer Systems and Networks, Programming Concepts, Database Management, IT Security, Web Development, Hardware and Software Support, IT Project Management, and Technical Communication.