


# Evia Sano

## Technical Support Specialist

Technical Support Specialist with 1 year of experience in providing exceptional customer service and technical assistance to clients. Proficient in troubleshooting software, hardware, and networking issues, as well as working with diverse teams to resolve complex problems. Quick learner with strong communication skills, dedicated to enhancing user experience and fostering client satisfaction.

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### Education

**Associate of Applied Science  
in Information Technology  
at Lone Star College,  
Houston, TX**

Sep 2017 - May 2022

Relevant Coursework:  
Programming, Networking,  
Cybersecurity, Databases,  
System Administration, Web  
Development, IT Project  
Management, and Computer  
Hardware.

### Links

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

### Skills

Troubleshooting



Networking



SQL



Python



Linux



Windows OS



Cybersecurity



### Languages

## Employment History

### Technical Support Specialist at IBM, TX

Feb 2023 - Present

- Reduced average call resolution time by 20% within the first year, streamlining support processes and improving customer satisfaction rates.
- Developed and implemented a new knowledge base system that increased self-service resolution by 30% and reduced support ticket volume by 15%.
- Trained and mentored a team of 10 new technical support specialists, resulting in a 25% increase in their overall productivity and efficiency.
- Conducted quarterly performance reviews and identified areas of improvement, leading to a 10% reduction in escalations and an 8% increase in first-call resolution rates.

### Associate Technical Support Specialist at Dell, TX

Jul 2022 - Jan 2023

- Successfully resolved over 5000 technical support cases, achieving a customer satisfaction rating of 98% and exceeding the team average by 10%.
- Streamlined support processes by creating and implementing an internal knowledge base, reducing average resolution time by 30% and increasing overall team efficiency.
- Developed and delivered training for 20 new hires, increasing their onboarding process efficiency by 50% and ensuring their smooth integration into the team.
- Identified and escalated a recurring software issue to the product development team, resulting in a permanent fix being deployed in a subsequent update, leading to a 20% reduction in related support cases.

## Certificates

### CompTIA A+ Certification

Jan 2022

### HDI Technical Support Professional (HDI-TSP)

Jun 2020

## Memberships

CompTIA (Computing Technology Industry Association)

HDI (Help Desk Institute)