Charlyne Ebright

PC Support Technician

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📞 (240) 676-9660
📍 123 Main St, Boise, ID 83702

EDUCATION

Associate of Applied Science in Computer Information Systems at College of Southern Idaho, Twin Falls, ID

Aug 2018 - May 2022

Relevant Coursework: Database Management, Systems Analysis and Design, Programming Fundamentals, Network Administration, Web Development, Cybersecurity, and Computer Hardware and Software Support.

LINKS

linkedin.com/in/charlyneebright

SKILLS

Troubleshooting

Networking

Hardware Repair

Software Installation

Virus Removal

Data Recovery

System Configuration

LANGUAGES

English

Arabic

HOBBIES

PROFILE

Dedicated PC Support Technician with 1 year of experience in effectively diagnosing and resolving hardware and software issues. Adept at providing exceptional customer service, troubleshooting, and technical support to ensure optimal computer performance. Proficient in Windows OS, networking, and device configuration. Quick learner with strong problem-solving skills, committed to enhancing user satisfaction and productivity.

EMPLOYMENT HISTORY

PC Support Technician at Tech Masters, ID

Apr 2023 - Present

- Successfully resolved over 500 technical support tickets within a year, resulting in a 95% customer satisfaction rate and contributing to a 20% increase in overall team efficiency at Tech Masters, ID.
- Implemented a new remote support system that reduced on-site visits by 30%, saving the company $10,000 in travel expenses and increasing response times for urgent issues by 50%.
- Developed and conducted monthly training sessions for 100+ employees on various software and hardware topics, leading to a 40% reduction in common technical issues and a 25% increase in employee productivity.

Junior PC Support Technician at Idaho PC Solutions, ID

Sep 2022 - Mar 2023

- Successfully resolved over 500 technical issues for clients within the first six months of employment, resulting in a 95% customer satisfaction rate.
- Streamlined the company's ticketing system by implementing a new categorization process, reducing average response time by 30% and increasing overall team efficiency.
- Assisted in the deployment and setup of over 200 new computer systems for local businesses, ensuring seamless integration with existing networks and minimal downtime for clients.

CERTIFICATES

CompTIA A+ Certification

Jul 2021

Microsoft Certified Desktop Support Technician (MCDST)

Dec 2019

MEMBERSHIPS

CompTIA (The Computing Technology Industry Association)

Microsoft Certified Professional (MCP)