

# Jacolyn Langenbrunner

PC Technician

## Profile

Dedicated PC Technician with 1 year of experience in providing efficient and reliable technical support for computer systems and networks. Proficient in hardware and software troubleshooting, system upgrades, and virus removal. Demonstrated ability to communicate effectively with customers and quickly diagnose and resolve issues. Strong commitment to continuous learning and staying up-to-date with industry trends.

## Employment History

### PC Technician at PC Warehouse, CT

Apr 2023 - Present

- Successfully diagnosed and repaired over 500 hardware and software issues, resulting in a 95% customer satisfaction rate.
- Streamlined the troubleshooting process by creating and implementing a detailed diagnostic checklist, reducing average repair time by 25%.
- Trained and mentored 3 new PC technicians, increasing overall team efficiency by 20%.
- Consistently exceeded monthly performance goals by maintaining a 98% on-time completion rate for all assigned tasks.

### Junior PC Technician at NerdsToGo, CT

Jul 2022 - Feb 2023

- Successfully resolved over 300 technical issues for clients, resulting in a 95% customer satisfaction rating.
- Streamlined the diagnostic process for hardware and software problems, reducing average troubleshooting time by 20%.
- Assisted in the deployment of 100+ new computer systems and peripherals for small businesses, improving overall productivity for clients by 15%.
- Spearheaded an initiative to improve team communication and collaboration, which led to a 25% increase in efficiency for resolving complex technical issues.

## Education

### Associate of Applied Science in Computer Information Systems at Gateway Community College, New Haven, CT

Sep 2017 - May 2022

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

## Certificates

### CompTIA A+ Certification

Jan 2022

## Details

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## Links

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## Skills

Troubleshooting

Networking

Hardware Installation

Software Configuration

Cybersecurity

Data Recovery

System Optimization

## Languages

English

Russian

## Hobbies

Building custom computers

Troubleshooting and repairing electronic devices

Exploring and learning new software and operating systems