Lorie Hallet

Service Desk Analyst

✉ lorie.hallet@gmail.com

☎ (208) 366-4409

📍 123 Magnolia Lane, Charleston, SC 29407

EDUCATION

Associate of Applied Science in Information Technology at Greenville Technical College, Greenville, SC

Aug 2017 - May 2022

Relevant Coursework: Network Administration, Cybersecurity, Database Management, Web Development, Programming, IT Project Management, Computer Hardware and Software Support, Cloud Computing, and Data Analytics.

LINKS

linkedin.com/in/loriehallet

SKILLS

Troubleshooting

ITIL Knowledge

Active Directory

SQL Proficiency

Network Configuration

Ticketing Systems (e.g., ServiceNow)

Remote Desktop Support

LANGUAGES

English

Russian

HOBBIES

PROFILE

Results-oriented Service Desk Analyst with 1 year of experience in providing exceptional technical support and customer service. Adept at identifying and resolving technical issues, managing ticketing systems, and ensuring swift response times. Strong communication skills with a track record of enhancing user satisfaction and promoting a positive work environment. Seeking opportunities to contribute to a dynamic and collaborative team to drive continuous service improvement.

EMPLOYMENT HISTORY

● **Service Desk Analyst I at Blackbaud, SC**

Feb 2023 - Present

- Successfully resolved 95% of technical issues within the first call, resulting in a 10% increase in overall customer satisfaction for Blackbaud, SC clients.
- Streamlined ticketing system by implementing new categorization and prioritization strategies, reducing average ticket resolution time by 20%.
- Trained and mentored 5 new Service Desk Analysts, contributing to a 15% improvement in team performance metrics and faster onboarding process.
- Developed and maintained comprehensive knowledge base, leading to a 30% reduction in escalations to Level II support and improving efficiency in issue resolution.

● **Service Desk Analyst II at Agilysys, SC**

Jul 2022 - Dec 2022

- Successfully resolved 95% of technical issues within the first call, resulting in a significant reduction in average call resolution time by 25% and increased customer satisfaction ratings by 40%.
- Managed and prioritized an average of 150 daily support tickets, ensuring timely resolution and contributing to a 30% reduction in overall ticket backlog.
- Developed and implemented a comprehensive knowledge base, leading to a 20% increase in self-service resolution rates and reduced workload for the service desk team.

CERTIFICATES

ITIL Foundation Certification

Feb 2022

HDI Support Center Analyst (HDI-SCA)

Dec 2020

MEMBERSHIPS

1. HDI (Help Desk Institute): HDI is a leading professional association and certification body for technical service and support professionals, including service desk analysts. They offer training,