

# Daron Pancoe

Service Desk Technician

## Profile

Service Desk Technician with 1 year of experience in providing exceptional technical support and customer service. Adept at troubleshooting and resolving diverse technical issues, streamlining processes, and maintaining a high level of user satisfaction. Skilled in various IT tools, software, and applications with a strong commitment to continuous learning and professional development. Excellent communication and problem-solving skills, dedicated to delivering efficient and friendly service to clients and colleagues.

## Employment History

### Service Desk Technician at MaineHealth, ME

Apr 2023 - Present

- Successfully resolved over 95% of incoming service desk tickets within the first call, resulting in increased customer satisfaction and reduced resolution times for MaineHealth.
- Implemented a new knowledge base system that improved service desk efficiency by 30%, allowing technicians to quickly access relevant information and provide accurate solutions to end-users.
- Conducted comprehensive training sessions for over 100 employees, leading to a 25% reduction in service desk ticket volume as users became more proficient in resolving minor technical issues independently.
- Spearheaded the development of a Service Desk Technician mentorship program, which significantly improved team collaboration and resulted in a 20% increase in overall service desk performance within six months.

### Junior Service Desk Technician at Tyler Technologies, ME

Aug 2022 - Mar 2023

- Successfully resolved 90% of technical issues within a 24-hour period, leading to increased customer satisfaction and reduced downtime for clients.
- Streamlined the service desk ticketing process by implementing new categorization and prioritization protocols, resulting in a 15% reduction in average ticket resolution time.
- Trained and mentored 5 new team members on company-specific software and troubleshooting techniques, contributing to an overall improvement in team efficiency and performance.
- Collaborated with the development team to identify and resolve recurring software bugs, leading to a 20% decrease in related support tickets and improved product reliability.

## Certificates

### CompTIA A+ Certification

Sep 2021

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## Education

### Associate of Applied Science in Information Technology at Southern Maine Community College, South Portland, ME

Aug 2018 - May 2022

Relevant Coursework: Network Administration, Database Management, Cybersecurity, Web Development, Programming Fundamentals, Systems Analysis and Design, Cloud Computing, and IT Project Management.

## Links

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

## Skills

Troubleshooting

Networking

ITIL

SQL

Linux

Active Directory

Python

## Languages

English

Portuguese