

Lydia Dealey

Support Engineer

Profile

Dedicated Support Engineer with 1 year of experience providing exceptional technical assistance and customer support. Proficient in troubleshooting software and hardware issues, resolving system errors, and ensuring seamless integration of new technologies. Adept at maintaining strong client relationships and understanding unique business needs. Skilled in communication, collaboration, and problem-solving, consistently ensuring optimum system performance and customer satisfaction.

Employment History

Support Engineer at Hawaiian Telcom, HI

Apr 2023 - Present

- Successfully resolved 98% of customer issues within the first call, reducing the average resolution time by 30% and significantly improving customer satisfaction ratings.
- Implemented a new troubleshooting guide for the support team, which led to a 25% increase in efficiency and reduced the average call duration by 15%.
- Trained and mentored 10 new Support Engineers, resulting in a 40% reduction in onboarding time and a 20% increase in overall team productivity.

Associate Support Engineer at Leidos, HI

Jul 2022 - Mar 2023

- Reduced system downtime by 30% through the implementation of efficient troubleshooting and maintenance procedures, resulting in increased productivity and customer satisfaction for Leidos' clients in Hawaii.
- Streamlined communication between engineering teams by developing and implementing a centralized project management platform, leading to a 25% increase in project completion efficiency and enhanced collaboration among team members.
- Successfully resolved 95% of technical support tickets within the first 24 hours, exceeding the company's target of 85% and contributing to a 20% improvement in overall client satisfaction ratings.

Certificates

Microsoft Certified: Azure Administrator Associate

Feb 2022

ITIL Foundation Certification in IT Service Management

Aug 2020

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📍 123 Aloha Lane, Honolulu, HI 96815

Education

Bachelor of Engineering in Information Technology and Support at University of Hawaii at Manoa, Honolulu, HI

Aug 2017 - May 2022

Relevant Coursework: Database Management Systems, Network Design and Administration, Web Development, Cybersecurity, Data Analytics, Cloud Computing, IT Project Management, and Software Engineering.

Links

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

Skills

Troubleshooting

Networking

Python scripting

Linux administration

SQL querying

Cloud management (AWS, Azure)

Virtualization (VMware, Hyper-V)

Languages

English

French