Chrislynn Hardin

Technical Support Analyst

Profile

Technical Support Analyst with 1 year of experience in providing efficient and effective technical assistance to clients. Adept at troubleshooting software, hardware, and network issues, as well as delivering exceptional customer service. Proficient in documentation and knowledge sharing, with a strong ability to work independently and as a team player. Eager to contribute to continuous improvement efforts and provide innovative solutions to technical challenges.

Employment History

Technical Support Analyst I at PC Connection, NH
May 2023 - Present

- Reduced average response time for technical support queries by 30% by optimizing the ticket handling process, resulting in improved customer satisfaction ratings.
- Successfully resolved over 95% of support tickets within the first contact, surpassing the company's target of 90%, leading to increased customer trust and loyalty.
- Trained and mentored five new Technical Support Analysts, who went on to achieve an average performance rating of 90% within their first six months at PC Connection, NH.
- Implemented a new knowledge base system that improved the overall efficiency of the technical support team by 20%, enabling faster resolution of issues and better resource allocation.

Technical Support Analyst II at , NH
Aug 2022 - Apr 2023

- Successfully resolved over 300 critical technical issues within a month, resulting in a 95% customer satisfaction rating and contributing to a 10% increase in overall team efficiency.
- Streamlined the support ticket process by implementing an improved ticket categorization system, reducing average resolution time by 25%, and increasing the team's productivity by 15%.
- Led the training and onboarding of 5 new Technical Support Analysts, resulting in a 20% increase in team capacity and a reduction in average wait time for customer support by 30%.

Certificates

CompTIA A+ Certification
Apr 2022

HDI Technical Support Professional (HDI-TSP)
Nov 2020

Contact

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Education

Associate of Applied Science in Information Technology at Lakes Region Community College, Laconia, NH
Sep 2018 - May 2022

Relevant Coursework: Programming Fundamentals, Database Management, Networking Concepts, Web Development, Cybersecurity, Systems Analysis, and IT Project Management.

Links

linkedin.com/in/chrislynnhardin

Skills

Troubleshooting

Networking

SQL

Python

Linux

Windows OS

Cybersecurity

Languages

English

Bengali