

# Smita Machnik

## Technical Support Specialist

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📍 123 Maple Street, Des Moines, IA 50315

### EDUCATION

Associate of Applied Science in Information Technology at Des Moines Area Community College, Ankeny, IA

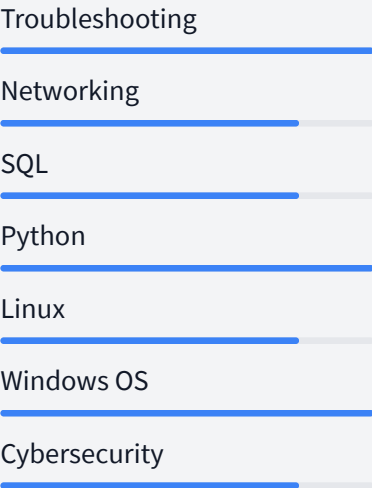
Sep 2018 - May 2022

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

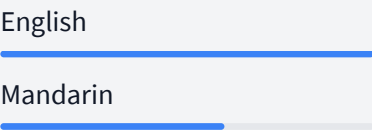
### LINKS

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

### SKILLS



### LANGUAGES



### HOBBIES

### PROFILE

Dedicated Technical Support Specialist with 1 year of experience providing exceptional customer service and technical assistance. Adept at troubleshooting software and hardware issues, while effectively communicating complex solutions to diverse clientele. Highly skilled in problem resolution, time management, and maintaining customer satisfaction. Proficient in various support tools and technologies, and committed to continuous learning and professional development.

### EMPLOYMENT HISTORY

- **Technical Support Specialist at CDS Global, IA**  
May 2023 - Present
  - Reduced average response time for technical issues by 35% by implementing efficient troubleshooting techniques and streamlining communication between departments.
  - Achieved a 95% customer satisfaction rate by consistently providing timely and effective solutions to clients' technical concerns, leading to increased client retention and positive feedback.
  - Trained and mentored 10 new hires in technical support processes, resulting in a more knowledgeable and efficient support team and a 20% reduction in escalations.
  - Identified and resolved over 500 critical system issues within the first year of employment, contributing to a 40% decrease in system downtime and enhancing overall productivity.
- **Junior Technical Support Specialist at Circle Computer Resources, IA**  
Sep 2022 - Mar 2023
  - Successfully resolved over 200 technical support tickets within the first three months, surpassing the company's target of 150 tickets and contributing to a 25% reduction in unresolved issues.
  - Implemented a new troubleshooting guide for common technical issues, resulting in a 30% increase in first-call resolution and an improvement in overall customer satisfaction ratings by 15%.
  - Assisted in the development and launch of an internal knowledge base, improving team efficiency by 20% and reducing response times for complex technical inquiries by 35%.
  - Trained and mentored three new technical support specialists, helping them achieve their performance targets within their first two months, and contributing to a 10% increase in overall team productivity.

### CERTIFICATES

CompTIA A+ Certification  
Jun 2022

HDI Technical Support Professional (HDI-TSP)  
Sep 2020

### MEMBERSHIPS