

RESUME SAMPLE

City, State • sample@email.com • 555.555.1212 • www.linkedin.com/in/xxxx

PROFESSIONAL PROFILE

TECHNICAL SUPPORT | SYSTEM ENGINEERING | HELP DESK ADMINISTRATION

"XXXX produced an exceptional volume of work in comparison to helpdesk workloads. XXXX demonstrated exceptional responsibility and professionalism in his position...[and] has established himself as the go-to person for the help desk team."

— Excerpts from Year/Year Performance Evaluation

- ▶ Service-oriented, client-focused, and extremely detailed systems support professional with 16+ years of experience in enterprise systems and IT/helpdesk support.
- ▶ Rapidly responds to change, recommending strategic solutions to user challenges.
- ▶ Successfully translates technical requirements into accessible language for end users, process owners, and senior leadership, and technical staff.

STRENGTHS & QUALIFICATIONS INCLUDE:

Software/Hardware & Networking • Exchange & AD/DC Administration
VPN/Remote Access • Help Desk Ticketing • Support Workflows • Training
Root Cause Analysis & Troubleshooting • Knowledge Base Documentation
Cross-Functional Communication • Team Building & Mentorship

TECHNICAL PROFILE

HARDWARE: IBM, PC, Mac; Servers & Clients including HP, Compaq, Dell, Gateway & Sun Multiplatform Systems; Wavelan RF Technology; Cisco and Netgear Routers & Switches; Various Backup Systems and Disk Arrays; Canon, HP, Epson Printers; RIP Fiery Station; Blackberry, iPhone, and Android compatible devices

SOFTWARE: Windows OS/Windows 10; Cisco IOS; MS Office 2000 to 2016; MS Exchange 5.5 & 2013 Admin Tools; Proxy & ISA Server; PC Anywhere; Adobe CS; Nortel VPN Software & CC.mail; Open Exchange Mail; Icreate; Softwise; Imanage; Filetie, Workshare; Multiple FTP Software Solutions

TECHNOLOGY CAREER HISTORY

COMPANY NAME, City, State

Year – Present

Team Lead/Technical Support Analyst

- Direct and deliver high-touch break-fix, troubleshooting, and solution consulting to 1500+ global end users as team lead in headquarters office for international law firm with 5 offices worldwide.
- Train new attorneys and support staff on system use, security best practices, data management, other technical concerns.
- Provide proactive, collaborative deskside, remote, and phone support to optimize user access, system availability, and alignment between IT and business needs.

Successes & Solutions

- ▶ Stepped in during Hurricane Sandy and post-storm recovery to sustain business continuity, working overnight and weekend shifts to provide one-to-one service and workarounds.
- ▶ Played integral role in resounding success of Windows 7 rollout. Communicated extensively with user base on experience post-deployment and created daily resolution log for management review.
- ▶ Co-led migration of file management from iManage to FileSite. Delivered best-in-class, discovery-ready document management, search, and email management functionality with turnkey meta-data/records management.
- ▶ Steered process improvement initiatives to better manage helpdesk work flow, and documented standardized operating procedures (SOPs) for international help desk associates. Efforts reduced deviation and created more consistent user experience for end users in offices around the world.

COMPANY NAME, City, State

M/YYYY – M/YYYY

Technical Support Analyst

- Key contact for help desk operations serving 500-seat organization. Conducted system performance evaluations, gap analyses, and feasibility assessments for proposed system upgrades and enhancements.
- Established and executed project plans for multiple business critical transformations and repair operations.

Successes & Solutions

- ▶ Selected and deployed enterprise antivirus and rolled out new security governance to reduce risk of data exposure and system outage.
- ▶ Prevented server slowdown and/or failure by proactively recognizing and remediating server capacity issues via migration of archive items to PSTs. Trained end users on new functionality post-deployment.
- ▶ Administered user accounts, email access, and permissions in multi-domain Active Directory environment.
- ▶ Slashed trouble calls by 25%. Spearheaded Microsoft Office upgrade that delivered enhanced functionality and overhauled printer maintenance practices.

EARLY CAREER INCLUDES:

COMPANY NAME, City, State – **Consultant**

M/YYYY – M/YYYY

Maintained server, hardware, and software in high-availability enterprise environments for clients including XXXX, XXXX, XXXX, and XXXX. Significant exposure to executives as on-call support for remote access/VPN, office productivity applications, and financial/market data platforms.

COMPANY NAME, City, State – **Junior Engineer**

M/YYYY – M/YYYY

Partnered with clients to elicit requirements, understand business challenges, and recommend infrastructure changes aligned to current state/future needs. Served as onsite technical support throughout implementation lifecycles and provided after hours support in 24/7 on-call rotations.

COMPANY NAME, City, State – **Junior Engineer**

M/YYYY – M/YYYY

Exchange and user account administrator as consulting resource for midsized company. Participated in hardware/software integrations, network upgrades, and implementation of new storage, scalability, and security solutions.

EDUCATION & PROFESSIONAL DEVELOPMENT

THE STATE UNIVERSITY, City, State

Diploma in Technical Support

THE STATE UNIVERSITY, City, State

CISCO certified LAN/WAN Installer

Windows Networking & Operating Systems Essentials