







Jessica Lang

Help Desk Technician

Reliable help desk technician with almost two years of experience in high-volume ticket environments. Background in video management systems and computer support. Delivers technical solutions to improve system reliability through consistent client communication.

CONTACT INFORMATION

-  (555) 321-6547
-  youremail@example.com
-  LinkedIn | Portfolio
-  Miami, FL 12345

HARD SKILLS

- Linux/Unix administration
- Patch management and updates
- Remote monitoring (NinjaOne, Atera)
- Ticketing systems (ServiceNow, JIRA)
- Windows Server management

SOFT SKILLS

- Bilingual support (English, French)
- Client expectation management
- Client education
- Escalation procedures
- Ticket triage and prioritization

PROFESSIONAL EXPERIENCE

Help Desk Technician | Yorktel, Remote

June 2023 - Present

- Resolve over 150 tickets per month, delivering support for video conferencing and multimedia collaboration systems to clients worldwide
- Maintain system reliability through timely remote troubleshooting and clear technical guidance via phone and email
- Collaborate with a team of 10 technicians to oversee the installation of video systems across 50 sites
- Decrease ticket resolution time by 15% six months after onboarding

Help Desk Technician I | Absolute Computer Solutions, Miami, FL

March 2022 - April 2023

- Processed an average of 10 tickets per day with a 98% ticket resolution rate on first contact
- Utilized RMM tools to keep track of all client systems and proactively resolve issues
- Improved data accuracy and service efficiency after updating more than 500 client records within the ticketing system
- Contributed to a large-scale data migration project while ensuring minimal downtime for the 25 clients involved

EDUCATION

Bachelor of Science (B.S.) Information Technology

Miami Dade College, Miami, FL

Expected: 2024

CERTIFICATIONS

Microsoft 365 Certified: Modern Desktop Administrator Associate, Microsoft, October 2024

CompTIA A+ Certification, CompTIA, March 2021