



Emily Johnson

IT Support Specialist

IT support specialist dedicated to solving technical challenges

Detail-oriented professional with five years of experience in providing exceptional technical support. Proficient in troubleshooting, system installations, and software updates.

CONTACT INFORMATION



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Chicago, IL

KEY SKILLS

- Customer support
- Network troubleshooting
- Security updates
- Software installation
- Ticket management

Professional Experience

IT SUPPORT SPECIALIST | TECHLINE SERVICES, CHICAGO, IL
MAY 2020 - PRESENT

- Resolved over 300 technical support tickets monthly with a 95% satisfaction rate
- Installed and configured software for 200+ end-users, improving team productivity by 15%
- Monitor system security to prevent unauthorized access and data breaches

TECHNICAL SUPPORT REPRESENTATIVE | DIGITALHELP INC., CHICAGO, IL
JANUARY 2018 - MAY 2020

- Provided first-line support for 100+ daily user inquiries, ensuring timely issue resolution
- Assisted with network troubleshooting and hardware replacements
- Documented recurring issues to improve support processes

Education

- Bachelor of Science (B.S.) Information Technology
City College of Chicago, IL | December 2017