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YALING ZHANG

Help desk associates with a strong IT, computer science, and information systems background. Proven track record in troubleshooting complex technical issues, training and mentoring new associates, and managing small-scale IT projects at renowned companies.

KEY SKILLS

- Customer service
- Network systems
- Technical troubleshooting

EDUCATION

Bachelor of Science in
Information Technology

MASSACHUSETTS INSTITUTE
OF TECHNOLOGY,
Cambridge, MA

Bachelor of Science in
Computer Science

STANFORD UNIVERSITY,
Stanford, CA

Bachelor of Science in
Information Systems

UNIVERSITY OF CALIFORNIA,
Berkeley, CA

PROFESSIONAL EXPERIENCE

IT Help Desk Specialist | Microsoft, Redmond, WA

June 2018 - Present

- Troubleshoot and resolve complex technical issues, resulting in a 30% decrease in escalated cases to senior IT staff
- Train and mentor new help desk associates, leading to a 20% increase in first-call resolutions
- Manage small-scale IT projects, consistently completing them on time and 15% under budget

Junior Help Desk Associate | IBM, Armonk, NY

June 2017 - May 2018

- Provided technical support to end-users, resolving 90% of issues without escalation
- Assisted in the training of new hires, improving their troubleshooting efficiency by 25%
- Participated in a project to upgrade the company's help desk software, which improved ticket resolution time by 20%

PROFESSIONAL DEVELOPMENT

- CompTIA A+ Certification, CompTIA
- Microsoft Certified: Azure Fundamentals, Microsoft
- ITIL Foundation Certification, AXELOS