




Vanessa Chu

IT support manager with nine years of experience leading help desk operations and technical support teams. Proven success in improving resolution times, onboarding processes, and user satisfaction in fast-paced environments.

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 Portfolio

PROFESSIONAL EXPERIENCE

IT SUPPORT MANAGER | MEDLAB DIAGNOSTICS, BALTIMORE, MD
FEBRUARY 2018 – PRESENT

- Managed a 14-person support team handling 1,200+ tickets monthly, with a 94% first-time resolution rate
- Reduced ticket backlog by 61% in 2023 by introducing shift-based triage and escalation
- Launched IT onboarding for new lab hires, cutting tech ramp-up time from five days to 1.5 days
- Achieved 4.9/5 average user satisfaction in 2022 internal survey

IT SUPPORT SPECIALIST | METROCORE SYSTEMS, BALTIMORE, MD
JULY 2015 – JANUARY 2018

- Provided Tier 1 and 2 support for 450 internal users, maintaining a 98% SLA compliance
- Created internal support wiki, reducing repeated inquiries by 31%
- Trained junior staff on troubleshooting protocols and ticketing system

EDUCATION

- Bachelor of Science (B.S.) in Information Technology Support
Towson University, Towson, MD | May 2014