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# Jacqueline Ortiz

## LaTeX Support Technician Resume Example

Support technician specializing in LaTeX helpdesk, package troubleshooting, and user-training webinars.

## CONTACT



(123) 456-7890



email@example.com



LinkedIn | Portfolio



City, ST 12345

## EDUCATION

- A.A.S. in Information Technology

Tech College, City, ST | May 2017

## PROFESSIONAL EXPERIENCE

**LaTeX Support Technician** | TechHelp Co., Remote  
March 2020 - Present

- Resolved 1,200+ LaTeX package conflicts, achieving a 95% first-contact resolution rate.
- Hosted weekly webinars on TeX Live and MiKTeX best practices, with 200+ live attendees each.

**IT Support Specialist** | Campus IT Services, City, ST  
July 2017 - February 2020

- Maintained department's Overleaf server, ensuring 99.9% uptime for 500+ users.
- Wrote and maintained an internal LaTeX FAQ, reducing ticket volume by 40%.

## CERTIFICATIONS

- CompTIA Linux+, 2018