

Steven Hall

Help Desk

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Help desk technician with 5 years supporting 800+ end users across hybrid environments. Strong in Windows 10/11, Active Directory, and Microsoft 365 administration, with a knack for turning recurring tickets into knowledge base articles that cut repeat volume.

PROFESSIONAL EXPERIENCE

Tier 2 Help Desk Analyst | 2022 – Present
Brightwater Insurance Group, Raleigh, NC

- Resolve escalated tickets from Tier 1 covering AD account lockouts, VPN failures, MFA resets, and Outlook profile rebuilds across a 940-user environment.
- Built a Power Automate flow that routes printer issues to the right field tech, trimming average resolution time from about 9 hours to under 3.
- Authored 28 knowledge base articles in Confluence that Tier 1 cites on roughly a third of tickets each month.
- Lead Friday tech huddles to walk through tricky tickets, recurring root causes, and new product rollouts.

Help Desk Technician | 2020 – 2022
Foxglove Health Partners, Cary, NC

- Handled 40 to 60 tickets per week through ServiceNow with a first-contact resolution rate near 78%.
- Imaged and shipped 320 laptops during the 2021 remote rollout, coordinating asset tags and Intune enrollment.
- Trained two new hires on the ticketing workflow, escalation matrix, and HIPAA-aware troubleshooting steps.
- Caught a misconfigured GPO that was blocking Teams sign-in for the nursing staff and worked with sysadmins to roll back the policy.

EDUCATION

Associate of Applied Science in Information Technology, Wake Technical Community College, 2020

CompTIA A+ (2020)

CompTIA Network+ (2021)

Microsoft 365 Certified: Modern Desktop Administrator Associate (2023)

ITIL 4 Foundation (2022)

KEY SKILLS

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| • Active Directory user and group administration | • Microsoft 365 admin center (Exchange Online, Teams, SharePoint) |
| • Windows 10/11 troubleshooting and imaging | • Intune and Autopilot device enrollment |
| • ServiceNow and Jira Service Management ticketing | • Power Automate workflow building |
| • VPN, MFA, and SSO support (Cisco AnyConnect, Duo, Okta) | • Remote support tools (BeyondTrust, TeamViewer, Quick Assist) |

- Printer and peripheral support across networked environments
- Basic PowerShell scripting for account and mailbox tasks
- Knowledge base authoring in Confluence
- HIPAA-aware troubleshooting and end-user training