

Timothy Nguyen

Help Desk

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Recent IT support graduate with CompTIA A+ certification and 14 months of part-time help desk experience on campus. Comfortable troubleshooting Windows, macOS, and basic networking issues, and eager to grow into a full-time service desk role.

PROFESSIONAL EXPERIENCE

Student Help Desk Assistant, Saguaro Community College, IT Services, Mesa, AZ

2023 – Present

- Field about 25 walk-in and phone tickets per shift for students and faculty, covering password resets, Wi-Fi setup, LMS access, and printer connectivity.
- Log all interactions in Spiceworks with clear reproduction steps and resolution notes so escalations have full context.
- Reimaged 62 lab computers over winter break using a USB MDT deployment, finishing two days ahead of the IT manager's schedule.
- Wrote a one-page student guide for connecting personal devices to eduroam that the help desk now hands out during orientation.

EDUCATION

- Associate of Applied Science in Information Technology, Saguaro Community College, Mesa, AZ, 2024
- CompTIA A+ Certification, 2023
- CompTIA Network+ Certification (in progress, expected 2025)

KEY SKILLS

- Windows 10/11 and macOS troubleshooting
- Active Directory password resets and account unlocks
- Ticketing systems (Spiceworks, ServiceNow basics)
- Microsoft 365 and Outlook support
- Wi-Fi and basic TCP/IP networking
- Printer and peripheral configuration
- Remote support tools (TeamViewer, Quick Assist)
- PC imaging and deployment (MDT, USB)
- VPN client setup and troubleshooting
- Mobile device support (iOS, Android)
- Clear written documentation and knowledge base articles
- Customer-friendly phone and walk-up support