

Jennifer Davis

Desktop Support

Minneapolis, MN 12345 | (612) 555-0119 | alicia.bergstrom@example.com

IT support lead with eleven years in end-user computing, the last four running a team of six across two offices and a remote workforce. Comfortable holding vendor SLAs, writing the on-call rotation, and being the person who takes the 2 a.m. bridge call when an executive laptop dies before a board meeting.

Professional Experience

IT SUPPORT LEAD | NORTHLAKE ANALYTICS, MINNEAPOLIS, MN | 2021 – PRESENT

- Lead a team of six desktop and help desk technicians supporting 1,850 employees across Minneapolis, Denver, and a fully remote population.
- Rebuilt the ticket triage model in Jira Service Management, cutting mean time to first response from 47 minutes to under 15 during business hours.
- Own the annual \$640,000 endpoint hardware budget, standardizing on three laptop SKUs and negotiating a refresh discount with the reseller.
- Run the weekly change advisory review for desktop rollouts, including the recent migration from GlobalProtect to Zscaler for remote access.
- Mentor two techs through their A+ and one through Microsoft MD-102, both promoted internally in the last 18 months.

SENIOR DESKTOP SUPPORT TECHNICIAN | CEDAR RIDGE HEALTH PARTNERS, SAINT PAUL, MN | 2018 – 2021

- Senior escalation point for a five-person team supporting clinical and back-office staff at three ambulatory clinics.
- Led the Windows 7 to Windows 10 migration for 720 endpoints, finishing three weeks ahead of the compliance deadline.
- Built a shared PowerShell script library the team still uses for account provisioning and printer mapping.
- Coordinated with the EHR vendor on Citrix session issues, cutting weekly clinician complaints roughly in half.
- Wrote the on-call runbook and rotated as escalation lead one week per month.

DESKTOP SUPPORT TECHNICIAN | HALSTEAD RETAIL GROUP, BLOOMINGTON, MN | 2015 – 2018

- Supported 300 headquarters employees plus remote hands for 40 store locations.
- Refreshed the executive floor to Surface devices, including white-glove setup and one-on-one onboarding sessions.
- Owned the patching schedule for headquarters workstations, hitting 95%+ monthly compliance.
- Trained two new hires on the ticket queue and the store escalation process.

HELP DESK TECHNICIAN | KENSINGTON FINANCIAL SERVICES, EDINA, MN | 2013 – 2015

- Phone and email support for 210 users, mostly Outlook, Cisco Jabber, and Citrix session problems.
- Handled after-hours pager rotation one week per month.
- Promoted to desktop support after 20 months on the phone queue.

Education

B.S. Management Information Systems, University of Minnesota, 2013

CompTIA A+ and Network+

Key Skills

- Team leadership, on-call scheduling, 1:1 coaching
- Microsoft Intune, Autopilot, endpoint management console
- Active Directory, Entra ID, Group Policy
- Zscaler remote access, GlobalProtect, Cisco AnyConnect
- Change and incident management processes
- Jira Service Management, ServiceNow, Freshservice
- Windows 10/11, macOS, iOS device management
- PowerShell scripting, Bash basics
- Vendor management and endpoint procurement
- Executive support and white-glove onboarding