

Lisa Jackson

Desktop Support

Desktop support technician with six years spanning corporate offices, hybrid remote workers, and a manufacturing plant floor. Comfortable owning tickets from first call through root cause, and known for handoffs that reduce repeat issues. CompTIA A+ and Network+ certified.

CONTACT INFORMATION



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Raleigh, NC 12345

EDUCATION

A.A.S. Information Technology,
Wake Technical Community
College, 2018

CompTIA A+ (2019), CompTIA
Network+ (2021)

KEY SKILLS

- Windows 10/11, macOS, directory services and cloud identity
- Microsoft Intune / Endpoint Manager
- ServiceNow, Jira Service Management
- Office 365 admin, Exchange Online
- Cisco AnyConnect, GlobalProtect remote access
- Hardware repair, printer and copier support
- PowerShell scripting (basic)

PROFESSIONAL EXPERIENCE

Desktop Support Technician II | Halden Biosciences, Raleigh, NC |
2021 – Present

- Own Tier 2 escalations for 1,400 endpoints across two research campuses, closing 92% of assigned tickets within SLA over the last four quarters.
- Rebuilt the laptop imaging pipeline in Microsoft Endpoint Manager, cutting new-hire provisioning from a full day to about 90 minutes.
- Partnered with security team on a phased Windows 11 rollout, coordinating pilot groups and writing the runbook Tier 1 now uses.
- Recovered mailbox and OneDrive data for a departing lead researcher after a mis-timed offboarding, preventing loss of an active grant submission.

Help Desk Technician | Piedmont Cooperative Insurance, Cary, NC |
2018 – 2021

- Handled 40 to 60 phone and chat tickets per day covering password resets, remote access, Outlook, and Cisco softphone issues.
- Wrote 18 new knowledge base articles for the ServiceNow portal, reducing repeat tickets on printer mapping by roughly a third.
- Trained two seasonal contractors during open enrollment, walking them through the ticket queue and internal escalation paths.
- Recognized by the ops manager for keeping the claims team online during a Friday afternoon Exchange outage.

- Remote tools: endpoint management console, TeamViewer, Bomgar