



Arjun Arce

Tier 2

Escalation-focused support professional with 6 years of experience diagnosing multi-system failures across Windows Server, Linux, and Azure environments while holding CompTIA A+ certification. Maintains SLA compliance at 97.81% by coordinating handoffs in Jira Service Desk and tracking aging cases daily, and has sustained production server uptime of 99.14% through proactive patch scheduling and event log monitoring.

CONTACT INFORMATION



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Hays, KS 12345

EDUCATION

- AAS in Applied Technology and Leadership

Fort Hays State University, Hays, KS | 2018 - 2020

KEY SKILLS

- Windows Server Administration
- Linux/Unix
- Jira Service Desk
- Zendesk
- Azure
- Hyper-V
- TeamViewer
- ITIL Framework
- SLA Management
- Active Directory
- SQL Server

PROFESSIONAL EXPERIENCE

Tier 2 | Saline Valley IT Services, Hays, KS
2023 - Present

- Owned 27 escalation cases to closure per quarter, diagnosing complex multi-system failures spanning Windows Server, Linux, and Azure cloud services.
- Maintained SLA compliance at 97.81% across all Tier 2 tickets by coordinating handoffs in Jira Service Desk and tracking aging cases daily.
- Sustained system uptime of 99.14% for 4 production servers by scheduling patches during maintenance windows and monitoring event logs for early fault indicators.
- Conferred with engineering teams during 3 post-incident reviews per month, documenting root causes and remediation steps in the internal knowledge base.

Technical Support Specialist | Smoky Hill Digital Group, Salina, KS
2021 - 2023

- Raised SLA compliance from 89.4% to 97.29% by restructuring the queue-priority matrix in Zendesk and adding automated escalation triggers at the 2-hour mark.
- Maintained system uptime of 98.93% for 3 Hyper-V hosts supporting 14 virtual machines, verifying patches within 48 hours of vendor release.
- Owned 19 escalation cases to closure per quarter by conferring with users, running remote diagnostics via TeamViewer, and coordinating fixes with engineering.
- Logged every support interaction in the ticketing system, maintaining records that auditors reviewed with zero missing-entry findings over 18 months.

Help Desk Technician | Prairie Bluff Technology Co., Great Bend, KS
2020 - 2021

- Owned 13 escalation cases to closure in the first 6 months by running remote diagnostics through TeamViewer and isolating root causes before Tier 2 handoff was needed.
- Conducted computer diagnostics on Windows and macOS workstations, referencing technical manuals to resolve hardware and driver conflicts within an average of 3.7 hours.
- Attended 4 vendor-led seminars and 2 ITIL workshops per year to maintain current knowledge of help desk best practices and emerging support tools.

CERTIFICATIONS

- CompTIA A+, CompTIA | 2020