



Malia Blackwood

Tier 1

Bringing 2 years of experience in ticket triage, hardware configuration, and bug reproduction across Zendesk and Freshdesk environments. Reduced average response time from 22 minutes to 8 minutes by pre-sorting incoming tickets and building a personal triage checklist for recurring issue types.

CONTACT INFORMATION



(641) 555-0118



malia.blackwood@example.com



Pella, IA 12345

KEY SKILLS

- Zendesk
- Freshdesk
- TeamViewer
- Microsoft Windows
- Linux
- Microsoft Office
- Ticket Triage
- Hardware Configuration
- Operating System Installation
- Bug Reproduction and Reporting
- Cable and Peripheral Setup

Professional Experience

TIER 1 | SKUNK CREEK IT SOLUTIONS, PELLA, IA
2025 - PRESENT

- Reduced average response time from 22 minutes to 8 minutes by pre-sorting incoming tickets in Zendesk and building a personal triage checklist for recurring issue types.
- Submitted 17 bug reports per month to the development team after reproducing issues in test environments, contributing to patches that shortened ticket resolution time by 1.6 hours on average.
- Set up workstations for 9 new hires per quarter, installing operating systems, configuring Microsoft Office, and verifying network connectivity before delivery.
- Entered diagnostic commands on Windows and Linux machines to isolate driver conflicts, resolving display and peripheral errors within an average of 2.8 hours per ticket.

HELP DESK ASSOCIATE | RED CEDAR TECHNOLOGY GROUP, OSKALOOSA, IA
2024 - 2025

- Maintained an average ticket resolution time of 4.1 hours across hardware, software, and account-access requests logged in Freshdesk.
- Inspected 63 laptops and desktops against order sheets before quarterly refresh deployments, confirming correct storage, component, and software configurations.
- Submitted 11 bug reports during a CRM migration, documenting steps to reproduce each defect and attaching screenshots that shortened the fix cycle by 2 days per report.

Education

- AAS in Computer Information Technology
Iowa Central Community College, Fort Dodge, IA | 2022 - 2024