

Theo Tran

IT Support Specialist

CONTACT INFORMATION

(828) 555-0125

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Morganton, NC 12345

EDUCATION

- **B.S.B.A. in Computer Information Systems**
  Western Carolina University, Cullowhee, NC | 2016 - 2020

KEY SKILLS

- Windows OS Administration
- macOS Endpoint Support
- Active Directory
- ServiceNow
- Intune
- Splunk
- ITIL Fundamentals
- Microsoft 365
- TCP/IP and DNS Troubleshooting
- Hardware Diagnostics

ABOUT ME

IT support specialist with 6 years of experience in hardware diagnostics, endpoint provisioning, and ticket documentation using ServiceNow, Intune, Splunk, and Active Directory. Reduced system downtime by 38% by scheduling firmware updates during off-hours and replacing 23 aging network switches before failure. Holds a CompTIA A+ certification and a B.S.B.A. in Computer Information Systems.

PROFESSIONAL EXPERIENCE

IT SUPPORT SPECIALIST | CATAWBA VALLEY BUSINESS SOLUTIONS, MORGANTON, NC
2023 - PRESENT

- Reduced system downtime by 38% over 14 months by scheduling firmware updates during off-hours and replacing 23 aging network switches before failure.
- Complete an average of 18 on-site support visits per week across 4 office buildings, diagnosing hardware and connectivity issues and restoring service within 35 minutes per visit.
- Shortened new employee workstation provisioning from 3.8 hours to 1.4 hours by building Intune enrollment templates with pre-loaded application sets for Windows OS and macOS devices.
- Maintain records of daily support transactions in ServiceNow, logging 97 entries per week with root-cause codes to identify recurring failure patterns.

IT SUPPORT TECHNICIAN | FOOTHILLS CREEK FINANCIAL GROUP, HICKORY, NC
2021 - 2023

- Completed 13 on-site support visits per week to branch offices, resolving printer, workstation, and network issues and saving $4,740 per quarter in third-party service calls.
- Lowered system downtime from 6.1 hours to 4.3 hours per month by running weekly diagnostics on 8 production servers using Splunk.
- Reduced new employee setup time by 1.7 days per hire after building a reusable Active Directory provisioning template covering 11 role-based permission groups.
- Read vendor technical manuals and attended 3 regional IT conferences annually to stay current on ITIL practices and emerging hardware platforms.

HELP DESK SUPPORT ASSOCIATE | BURKE MOUNTAIN STAFFING CO., MARION, NC
2020 - 2021

- Performed 9 on-site support visits per week to resolve desktop, peripheral, and cabling issues for a staff of 140 across 2 floors.
- Investigated and resolved user-reported software conflicts by running computer diagnostics and reviewing event logs, closing requests within an average of 47 minutes.

- Documented remedial actions for 312 support interactions over 12 months, building a reference log that shortened troubleshooting for recurring printer jams by 14 minutes per incident.

CERTIFICATIONS

- **COMPTIA A+ | COMPTIA | 2024**