

Ethan Hollis

IT Support Specialist II

Holding a CompTIA Network+ certification and 6 years of experience supporting Windows OS and macOS environments, this IT support specialist manages about 107 weekly tickets while coordinating system changes with infrastructure teams. Training guides developed for Microsoft 365 and Active Directory password resets cut repeat inquiries on those topics by 42%.

Location

Keene, NH

Phone

(603) 555-0111

Email

ethan.hollis@example.com

Education

University of New Hampshire, Durham, NH
2016 - 2020
BS Information Technology

Key Skills

- ServiceNow
- Active Directory
- Windows OS Administration
- macOS Support
- Microsoft 365
- JIRA
- ITIL Foundations
- TCP/IP and DNS Troubleshooting
- Ticket Triage and Escalation
- Hardware Diagnostics
- User Training Development

Professional Experience

IT Support Specialist II, Ashuelot Valley Manufacturing Co., Keene, NH
2023 - Present

- Raised customer satisfaction score from 81 to 93.7 by introducing a same-day callback protocol and revising ticket escalation workflows in ServiceNow.
- Resolve an average of 107 support tickets weekly across Windows OS and macOS environments, covering hardware, software, and network connectivity issues.
- Developed 4 training guides for staff on Microsoft 365 and Active Directory password resets, cutting repeat inquiries on those topics by 42%.
- Confer with department managers to gather requirements for system modifications, documenting needs and coordinating with the infrastructure team to deliver approved changes within 48 hours of sign-off.

IT Support Specialist, Monadnock Ridge Solutions Group, Peterborough, NH
2021 - 2023

- Handled 83 support tickets per week using JIRA, owning each request through full resolution and documenting steps for future reference.
- Lowered repeat inquiries by 31% after creating step-by-step procedure documents for 6 recurring printer and remote-access connection issues.
- Monitored daily performance of 3 on-premise servers and reported anomalies within 15 minutes using Splunk, preventing 4 unplanned outages over 18 months.
- Trained 9 incoming staff members on company hardware policies and software tools, reducing first-week support calls by an average of 3 per person.

Help Desk Technician, Cold River Data Services LLC, Walpole, NH
2020 - 2021

- Resolved 14 support tickets daily for a mixed Windows OS and macOS environment, earning a customer satisfaction score of 87 in post-ticket surveys.
- Managed user account creation and permission changes in Active Directory for an office of 130 employees, completing requests within 2 hours on average.
- Assembled weekly ticket summary reports for the IT manager, tracking volume trends across 61 tickets per week to identify recurring problem areas.

Certifications

- CompTIA Network+, CompTIA, 2024