

John Doe

City, State

(555) 123-4567 • jane.doe@gmail.com • LinkedIn Profile

Resourceful, solution-driven IT professional adept at mastering technology tools, resolving the root cause of technical issues, and cultivating relationships to sustain business continuity, IT security, and client satisfaction.

Skills, Competencies and Relevant Coursework

Hardware and Software Desktop Support | Diagnosis and Troubleshooting | Physical and Virtual Operating System | Malware Security | Network Protocols | Scrum Methodology | De-escalation | Window and Linux | Active Directory | Google Suite | Zoom and MS Teams | Adobe Creative Cloud | Web Ex | Spanish Fluency

Professional Experience

LinkedIn Corporation (A Subsidiary of Microsoft Corp)

Help Desk Support Technician Intern • New York, NY

Jan 2023 – June 2023

Ensured end-user productivity and system security by providing first level IT support for 10,000+ employees throughout the U.S. for the world's largest professional social network of 740M members across 200 countries.

- Reduced ticket resolution time 10% through efficient Service Now request classification, assignment, and tracking.
- Troubleshot Slack, Google, and Adobe apps, fielding 15+ client phone inquires and 25+ email requests per day.
- Maintained 100% accuracy utilizing Active Directory to process shared permission for distribution and security.
- Reduced malware impacts by promptly running Symantec End Point Protection and ADW Cleaner scans.

GAP, INC.

Customer Service Associate • New York, NY

Jan 2022 – June 2022

Promoted in five months to work in flagship store of apparel retailer due to technical and communication skills.

- Ensured customer satisfaction by processing 100+ returns per day and assisting customers with exchanges.
- Reduced inventory loss 5% by reporting previously undetected shoplifting attempts in fitting rooms.

Retail Sales Cashier • New York, NY

April 2021 – Dec 2021

Processed 200+ daily transactions on point-of-sale system and tracked stock replenishment with mobile inventory app.

- Ranked #1 of 12 cashiers for selling the most credit card applications for three consecutive months.

- Trained two new cashiers in point-of-sale system and stock room inventory control and tracking processes.

Shake Shack

Host Cashier • New York, NY

April 2019 – Mar 2021

Served hundreds of customers per day, 40 hours per week. Greeted patrons, processed orders, collected payment, and served meals in a fast-paced environment for one of the most rapidly growing food chains in the U.S.

- Provided services to 500+ guests per day, ensuring order accuracy, food safety, and timeliness.
 - Selected to cross-train on each station due to demonstrated ability to pitch in, quickly learn, and cover all roles.
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Education

College-Level Business Education Program, Information Technology Concentration

YEARUP

- Selected for a competitive program of 6-months of intensive business training and 6-month internship.
 - Relevant coursework: Computer Applications, Project Management, MS Excel, Communications, Customer Service
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Awards

Yearup Student of the Month Award for Training Colleagues in New Technology Tools