John Doe
City, State
(555) 123-4567 • jane.doe@gmail.com • LinkedIn Profile

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Self-driven **Computer Network & Cybersecurity** graduate trained and experienced in:
- Computer Repair and Troubleshooting: Printer Repair and Troubleshooting; Customer Service
- Cloud Technologies, Microsoft Azure, AWS, Microsoft Office Suite (Word, Excel, PowerPoint)

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Technical Experience

Repair Technician   August 2022 – Present
Lightning Support • Bridgewater, New Jersey
- Use troubleshooting skills to repair computer hardware, software, and electronics brought in by customers.
- Entrusted with the business key due to reliability, consistent quality of performance, and excellent customer service.
- Provide input on the business' operations strategy to increase sales.

Computer Installation Technician   January 2020 – July 2022
Corporate Consultants • Somerville, New Jersey
- Supported a large biopharma client by collaborating with a team to install 180 monitors and docking stations daily.
- Garnered positive client feedback while providing effective post-installation customer support.
- Selected to assume temporary lead role during a Covid-19 scare; managed supervisor's workload while connecting and disconnecting computer stations and performing quality checks on workstations.
- Mentored new staff while serving as a calm, dependable, and conscientious subject matter expert (SME) and source of support.

Printer Technician   August 2019 – January 2020
Newton Printers • Woodbridge, New Jersey
- Demonstrated flexibility and adaptability while diagnosing and repairing 75 printing kiosks across three campuses of Middlesex County College on an on-call basis.
- Interacted with library staff, digital learning center staff, and the director of auxiliary business while troubleshooting computer and printer problems and fulfilling service requests.
- Mitigated future technical issues by training clients on basic printer kiosk maintenance.
- Inventoried critical printer supplies to ensure a seamless operation for campus' staff, faculty, and students.

Computer Technician   January 2018 – August 2019
The Computer Lab • Old Bridge New Jersey
- Diagnosed, repaired, and refurbished approximately 300 desktop and laptop computers brought in by low-income families, veterans, and senior citizens.

- Trained and mentored 10 new volunteers to complete the desktop and laptop refurbishing process independently, inspiring one volunteer to enter into the field of IT.

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Technical Education

Bachelor of Science, Computer Networks & Cybersecurity
Rutgers University, New Brunswick, New Jersey

Associate of Applied Science, Cybersecurity
Middlesex County College, Edison, New Jersey