**Name**

Email • Phone • City, State

Fully Work Authorized • No Visa Sponsorship Required • Open to Relocation

**PROFESSIONAL SUMMARY**

(IT/Desktop/Help Desk) Professional with (#) years of experience in (key technical skill), (key technical skill), (key technical skill). Seeking opportunity as \_\_\_\_\_\_\_\_.

**Key Skills**

**Certifications:** CCNA, MCTS, etc.

**Systems:** Windows (XP, 7, 8), Mac OSX, Linux (Ubuntu, Red Hat) etc.

**Administration:** Active Directory, MS Exchange, PC Diagnostics, backups, etc.

**Hardware:** Laptops, Desktops, Mobile Phones (iPhone, blackberry), printers, etc.

**Networking:** Cisco(Servers, Switches, Routers), cabling (UTP/Optical Fiber), LAN/WAN,TCP/IP, etc.

**Antivirus:** Symantec, AVG, etc.

**Software:** JIRA, Virtual PC,MS (Office, SharePoint), Adobe, etc.

*\*Add more categories if necessary\**

**PROFESSIONAL EXPERIENCE**

**Position Title** **Start Month/Year – End Month/Year**

**Company Name,** City, Country

*Type of business, type of projects company specializes in if applicable, information on the business size if applicable (how many offices, offices in how many countries, etc.), and number of employees*

* General summary of your duties/responsibilities in this role including scope of units serviced/clients served. Include if you were Tier 1, 2, or 3 support, if relevant.
* What types of issues did you diagnose/troubleshoot? What was the results/impact (e.g., ensured customer satisfaction, eliminated issues, etc.)? Be specific about types of hardware/software involved.
* What system/hardware installations/upgrades/migrations did you support/manage/implement? What was the result/impact? Be specific about software and hardware involved.
* What new technologies did you have to learn in this position if any? How did learning these technologies impact your job?
* How did you manage customer tickets? How many did you manage per day? What system did you use? What was your resolution rate or customer satisfaction?
* How many employees did you manage in this position if any? Were you involved in training these employees?
* Who did you work/liaise with: technicians, managers, teammates, clients, government authorities, and other stakeholder? For what purpose?
* List 1-3 specific accomplishments, if relevant, using **actions, results,** and **timeframe** to specify: did you save any money for a client, implement a new process that increased efficiency, etc.? What technologies did you use in these accomplishments?

*\*Repeat as necessary, listing work experience in chronological order starting with your most recent position\**

**ADDITIONAL WORK EXPERIENCE**

**Survival Job/Volunteer Position Title, Company Name,** City, State **Start Month/Year – End Month/Year**

**EDUCATION**

**Highest Degree Title Year of Graduation**

**Name of University**, City, Country

*Description of the university including any relevant rank the university held and accreditation*

*\*Continue listing degrees (Bachelor or above) if you have them, using this format, with most recent degree at the top\**

**PROFESSIONAL DEVELOPMENT/AFFILIATIONS**

* List relevant courses, certifications, or seminars, Institution **Year of Membership/Certification**