John Smith

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**IT Support Specialist**

# Professional Profile

* IT Support specialist with **Good Communication** and **Troubleshooting Skills.**
* Confident with **ITIL** Service Management including **Incident**, **Change** and **Problem**

Management processes.

* Understands the importance of customer centric behavior and focuses on customer satisfaction and confident in Service desk responsibilities (**on-call**).
* Creates good documentation, meets **SLA**’s, generates weekly/monthly **KPI** metric reports and knowledge articles.

# Systems Proficiency / I.T. Skills

* Familiar with Operating systems (**Linux**, **Windows**)
* Ticketing Systems familiarity such as **Remedy, Jira**, **HPSM**, and **ServiceNow**.
* Project Management Tools familiarity such as **Trello**
* Understands infrastructure support (network hardware) and some level of **SQL**
* Familiar with productivity tools (**MS-Office**, **Share point** site, **Active Directory**)

# Professional Experience

**IT Help Desk Support (Intern)**

MACIR Career Development Center, Revere, MA May 2018 to present

* Responsible for daily systems health check (application and infrastructure monitoring)
* Demonstrated ability to think and react quickly to unexpected issues and minimize customer impact
* Maintain all reports and records of previous problems per SLA and responded to emails.
* Escalate complex issues to tier-2 team, maintaining ownership of issue
* Create and follow up on open tickets using the organization ticketing system and update the customer based on ticket notes
* Use tier-2 provided checklist to eliminate false positives
* Participate in Change, Incident and Problem management meetings
* Assist with the configuration and administration of Windows 7, Windows 10, MAC OS or Linux workstations, including their peripheral devices such as multiple monitors, docking stations, keyboards, mice, and other USB connected devices
* Provide end-user support for connections involving WiFi, LAN and WAN network issues

**Service Representative**

ABC Services, Boston, MA May 2016 to present

* Document problems and resolutions within call tracking application and provide updates to the knowledge base where applicable
* Effective verbal, telephone, written and interpersonal communication skills
* Strong personal time management skills
* Computer literate and working knowledge of operating systems (Windows/Mac), word processing (Microsoft Word), spreadsheet (Excel) and E-Mail (Notes) software applications required
* Exceptional problem solving/analytical skills
* Ability to follow procedural guidelines and document thoroughly
* Ability to interact with customers in a polite and professional manner
* Effective conflict resolution skills including appropriate handling of angry or frustrated clients
* Ability to identify, track and resolve issues
* Escalating issues appropriately, reaching out for assistance when a problem cannot be solved immediately
* Working closely with other IT groups, other departments, to complete tasks
* Flexibility working in a fast-paced, high-expectations environment
* Excellent listening, interpersonal, written, and oral communication skills
* Ability to work in a team-oriented and collaborative environment; and pays extreme attention to details
* Eager to learn new technologies and applications, and ability to absorb new topics quickly
* Ability to Prioritize and organize work to minimize downtime when problems arise
* Receive incoming help requests via phone and through the electronic ticketing system
* Take ownership and responsibility of client technical problems
* Enthusiastic and pro-active; think quickly and solve problems efficiently and effectively
* High energy and engaging personality with the ability to convey patience and empathy, and calm in potential stressful situations
* Dependability regarding completion of assignments and attendance Excellent problem solving and decision making skills
* Maintain on-call service for after hours support including evenings, weekends and holidays
* Address customers issues, questions, and/or concerns in a Quick, courteous and accurate manner, escalate to the appropriate department as necessary
* Ability to work independently and effectively organize, prioritize and accomplish multiple tasks
* Active participant in team projects and contribution and able to work independently or in groups
* Support and classification of all incidents or requests including ticket creation, management, escalation and follow-up and provide assistance and support for the incoming queries and issues

# Academic Accomplishments

* **Google IT Support Professional Certification** Aug 2020

Eight-month IT support program, developed by Google, that covers troubleshooting, customer service,  networking, operating systems, system administration, and security, and includes hands-on labs

* **IT Support Ticketing System Professional Training:** Aug 2020

A training program designed by JOBSKILLSHARE covering most popular IT ticketing systems such as Spiceworks, ServiceNow, Remedy and ITSM

* **Bachelor of Arts:** Linguistics

Hassan II University – Casablanca, Morocco June 2008

# Foreign Languages:

* French (Fluent)
* Arabic (Fluent)

# Professional References:

* Available upon request