



Help Desk Technician

Professional summary

Help Desk Technician with 5 years of experience in technical troubleshooting and customer support, adept at managing ticketing systems and resolving user issues with precision. Proficient in Active Directory and Azure, enhancing onboarding processes and streamlining troubleshooting procedures for increased efficiency. Committed to leveraging IT repair expertise to drive superior client satisfaction and operational excellence.

Employment history

Help Desk Technician , Jan 2025 - Present

LA Based Small MSP, Burbank, CA

- Manage ticketing system for efficient issue documentation and resolution.
- Resolve user issues promptly, ensuring compliance with SLA standards.
- Create and manage user accounts in Active Directory and Azure.
- Support onboarding processes for new employees and contractors.
- Streamlined troubleshooting processes with documentation, leading to gains in efficiency and a quicker response to user issues.

Geek Squad Agent, Sep 2020 - Jan 2025

Electronics Retail, Santa Clarita, CA

- Assess and diagnose advanced repair issues with electronic devices.
- Perform advanced troubleshooting and repair on a wide range of electronic devices, including computers, smartphones, and gaming consoles, to ensure optimal performance and customer satisfaction.
- Keep track of repair trends and common issues in electronic devices to provide proactive solutions for customers.

Barista, Sep 2022 - Jan 2025

Consumer Discretionary sector

- Develop and maintain knowledge of coffee beans, brewing methods, and coffee blends to provide expert recommendations to customers.
- Develop creative and innovative drink recipes to attract new customers and keep current customers engaged and interested in the Starbucks menu.
- Create and maintain a welcoming and friendly environment for customers, ensuring their satisfaction and loyalty to the Starbucks brand.
- Maintain cleanliness and organization of the coffee bar area to ensure a safe and efficient work environment.

Education

High School Diploma, Aug 2016 - May 2020

Saugus High School, Saugus, CA

Graduated with honors (3.8 GPA)

Skills

Problem-solving, Technical troubleshooting, IT repair, Customer service, Teamwork, Service Now , Active Directory , Azure , Remote Desktop Support , Microsoft Suite .