



## IT Help Desk

# George Torres

### Professional summary

Customer-oriented IT Help Desk professional with 4 years of experience providing technical assistance and support to users. Proven track record of diagnosing and resolving technical issues promptly and efficiently. Skilled in troubleshooting hardware, software, and network problems, ensuring minimal downtime and optimal user productivity. Excellent communication and interpersonal skills with a strong commitment to customer satisfaction.

### Experience

#### IT Help Desk Technician

2022 - 2023

Tech Nova / Pomona, CA

- Provided technical support to end-users regarding hardware, software, and network-related issues via phone, email, or in-person.
- Diagnosed and resolved technical problems, escalating complex issues to appropriate teams when necessary.
- Installed, configured, and maintained computer systems, peripherals, and software applications.
- Assisted in the development and documentation of IT procedures and best practices.
- Collaborated with other IT teams to ensure seamless operation of systems and networks.

#### Technical Support Specialist

2019 - 2022

Logic Pulse / Los Angeles, CA

- Responded to and resolved technical inquiries and problems reported by users in a timely manner.
- Conducted troubleshooting and problem-solving for hardware, software, and network issues.
- Assisted in the implementation of IT projects and upgrades.
- Provided training and guidance to end-users on the use of various software applications and systems.
- Maintained accurate records of support activities and solutions provided.

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Pomona, CA

### Education

#### Associate's Degree in Computer Science

2018 - 2021

Los Angeles City College

Los Angeles, CA

### Skills

Technical Support	◆◆◆◆◆
Troubleshooting	◆◆◆◆◆
Customer Service	◆◆◆◆◆
Windows OS	◆◆◆◆◆
Linux OS	◆◆◆◆◆
Unix OS	◆◆◆◆◆
Software Installation	◆◆◆◆◆

### Languages

◆ Spanish (Intermediate)

### Hobbies

◆ Esports