

Jerry Bloomquist

IT HELP DESK

305-587-0201

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Miami, FL

PROFESSIONAL SUMMARY

Detail-oriented and motivated individual with an Associate's Degree in Information Technology. Skilled in communication, problem-solving, and customer service, with a background in addressing clients' inquiries and concerns as a Customer Service Representative. Eager to leverage technical skills and experiences in an entry-level IT Help Desk role.

EXPERIENCE

2021 - Now

Customer Service Representative

Tech Gadgets LLC / Miami, FL

- Deliver exceptional customer service by promptly addressing inquiries and concerns via phone and email, ensuring a high level of customer satisfaction.
- Demonstrate in-depth product knowledge to provide detailed information and assistance with order placement, resulting in increased sales and customer retention.
- Successfully resolve customer complaints by actively listening to their concerns, offering solutions, and escalating issues when necessary to ensure swift resolution and maintain positive customer relationships.
- Implemented a systematic approach to record-keeping, maintaining accurate and organized records of customer interactions and transactions, facilitating efficient follow-up and data analysis for continuous improvement initiatives.

EDUCATION

2022 - 2024

Associate's Degree in Information Technology

Miami Dade College / Miami, FL

Relevant Coursework: Introduction to Information Technology, Networking Fundamentals, Operating Systems, Help Desk Support, Database Management

SKILLS

Customer Service	Expert	Technical Support	Expert
Networking	Expert	Windows OS	Expert
Software Installation	Expert	Hardware Installation	Expert

COURSES

IT Fundamentals (ITF+) | CompTIA (2024)