Nancy Woods

IT SUPPORT TECHNICIAN

📞 (555) 123-4567

✉ nancy.woods@email.com

📍 Seattle, WA

SKILLS

Troubleshooting hardware/software issues	Expert
Basic networking (TCP/IP, DNS, DHCP)	Expert
Microsoft Office Suite	Expert
Windows and macOS operating systems	Expert
Active Directory administration	Expert
Remote desktop support	Expert
Time management	Expert
Strong communication skills	Expert

LANGUAGES

- Fluent in English and Spanish, enhancing communication with a diverse range of users.

PROFESSIONAL SUMMARY

Motivated IT Support Specialist with a passion for solving technical issues and providing exceptional customer service. Eager to apply troubleshooting and system maintenance skills gained through academic projects and volunteer work. Looking for an opportunity to contribute to a fast-paced IT environment.

EXPERIENCE

June 2025 - Now

Volunteer IT Support Technician

Seattle Tech Hub | Seattle, WA /

- Assist with troubleshooting and resolving computer hardware and software issues for nonprofit staff and volunteers, ensuring minimal downtime.
- Install, configure, and update software and hardware across multiple workstations.
- Configure and maintain peripheral devices like printers, scanners, and fax machines to ensure smooth office operations.
- Document technical issues, resolutions, and service requests, contributing to the creation of a troubleshooting knowledge base.

September 2023 - May 2024

IT Intern

Northwest Community College | Seattle, WA /

- Provided first-level support to faculty and students, resolving issues with email, internet connectivity, and software installation.
- Installed, configured, and maintained computer systems in labs, ensuring they were up-to-date with the latest software versions and patches.
- Managed software inventories and handled requests for new hardware, coordinating with the IT team for acquisitions.

EDUCATION

Associate of Science in Information Technology

Seattle Central College, WA | Graduated: May 2025

- Relevant Coursework: Network Management, IT Support Fundamentals, System Administration

CompTIA A+ Certification

June 2025

Additional Information

Active member of the Seattle IT Support Meetup group, attending monthly meetings to stay updated with industry trends and practices.