

Lola Andrew

IT Help Desk



Links

- lolaandrew
- lolaandrewtech

Skills

- Technical Troubleshooting**
Expert
- Software Installation and Configuration**
Expert
- Customer Service Excellence**
Expert
- Help Desk Support**
Expert
- Network Administration**
Expert

Hobbies

- Reading
- Basketball

Awards

- Outstanding Service Award - Techno Solutions - 2017

Personal info

- Date of birth:** 17 November 1989

Professional summary

Dynamic and resourceful IT professional with extensive experience in providing proactive technical support to end-users. Proven ability to quickly identify and resolve software and hardware issues to minimize downtime. Strong communication skills facilitate effective interaction with users of varying technical abilities.

Experience

July 2015 - Now

IT Help Desk Specialist

Techno Solutions / Australia, Sydney

- Assisted end-users with technical issues and provided prompt solutions, resulting in a 20% decrease in downtime.
- Managed and maintained the company's help desk ticketing system, ensuring efficient ticket resolution within agreed time frames.
- Collaborated with cross-functional teams to implement system upgrades and resolve complex technical problems.
- Conducted on-the-job training for new employees, leading to streamlined processes and improved customer satisfaction.

Education

2010 - 2014

Bachelor of Science in Information Technology (BS)

Lambert University / Australia, Melbourne

Training and Development

- Attended seminars and workshops on integrating technology into the classroom**

- Completed a course in cross-cultural communication**

Volunteer Experience

- Event Planning Committee Member, British Red Cross Society**
United Kingdom, London
Assisted in the planning and execution of fundraising events for humanitarian initiatives.

Custom

Project Management Experience

- Successfully managed multiple projects from initiation to completion**

- Coordinated project timelines, resources, and deliverables**

- Tracked project progress and effectively communicated updates to stakeholders**