

Professional summary

Motivated junior support engineer with hands-on experience in diagnosing and resolving network issues for small to medium-sized enterprises. Seeking to leverage expertise in network troubleshooting and client support to deliver reliable solutions at Falcon IT Services.

Experience

Support Network Engineer

January 2024 - Now

TechSavvy Solutions /

- Provide remote and on-site support for over 50 clients, effectively resolving network connectivity issues and ensuring reliable system performance.
- Assist in configuring routers and firewalls to enhance security measures and reduce potential vulnerabilities in client networks.
- Monitor LAN/WAN performance regularly, identifying weak points and suggesting improvements to optimize data flow and system efficiency.
- Deliver detailed maintenance and performance reports to clients, improving transparency and strengthening client relationships.

IT Helpdesk Technician

June 2023 - December 2023

Peachtree Networking /


- Responded to over 20 daily support tickets, diagnosing and troubleshooting a wide range of hardware, software, and network-related issues.
- Conducted router configurations and firmware updates for small business clients, ensuring compatibility with current systems and reliability.


Workplace Achievements


- Reduced average ticket resolution time by 30% through proactive issue diagnosis and streamlined troubleshooting techniques.
- Recognized as "Employee of the Month" in August 2024 for exceptional client support and efficient issue resolution.

Volunteer Experience

- **Tech Mentor:** Trained underprivileged high school students in basic networking concepts and hardware setup at Tech4Youth Atlanta.

 678-123-4567

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 United States, Atlanta, GA

Education

Bachelor's in Information Technology

Georgia Institute of Technology

May 2023

Certifications

- Cisco Certified Technician (CCT)
- CompTIA Network+

Skills

Helpdesk support and troubleshooting	<div><div></div><div></div><div></div><div></div><div></div></div>
Network performance optimization	<div><div></div><div></div><div></div><div></div><div></div></div>
Knowledge of LAN/WAN systems	<div><div></div><div></div><div></div><div></div><div></div></div>
Familiarity with VoIP setups and configurations	<div><div></div><div></div><div></div><div></div><div></div></div>
Customer service and client interaction	<div><div></div><div></div><div></div><div></div><div></div></div>