

GWEN MORGAN

IT Specialist

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Resourceful IT Specialist with a Cisco certification and a robust background in information technology systems. Exhibit a strong combination of technical expertise and problem-solving abilities, complemented by excellent communication and project management skills. Proven track record in enhancing network systems and user experience, demonstrated by substantial improvements in system efficiency and customer satisfaction.

Experience

Freedom Claims and Life Insurance Network System Analyst, Springfield, MA

April 20xx – Present

- Enhanced user self-sufficiency and reduced ticket issues by 35% by developing and implementing a user-friendly, online "Troubleshooting FAQ Guide."
- Monitored and maintained network availability for 75 system users, ensuring optimal operation and earning managerial commendation.
- Significantly improved user satisfaction by providing on-site and remote technical support, reducing complaints by 55% through practical analysis, testing, and troubleshooting.
- Diagnosed and resolved various hardware, software, and network problems, effectively communicating with users regarding necessary changes and timelines.
- Successfully installed, configured, and supported local area networks, leading to a threefold reduction in system downtimes.

Education

BSc in Information Technology Systems New York University, New York, NY

May 20xx – September 20xx

Coursework included:

- Workflow Diagrams, Database Management, Information System Ethics, Project Management, System Analysis and Design, Desktop Build and Installations.

Skills

- CCNA Training
- Operations Analysis
- Troubleshooting
- Data Control Functions
- Diagnostic Procedures
- Customer Service
- Computer Programming
- Installation / Maintenance
- System Evaluation

Software

- HelpSpot 4.0 □□□□□
- AzureDesk 3.5 □□□□□
- HappyFox 3.5 □□□□□

Certifications

Cisco Certified Network Associate

January 2015