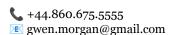
# **GWEN MORGAN**

## IT Specialist



₩est Main Street, Windsor, London linkedin.com/in/gwen-morgan-it-specialist

April 20xx – Present

May 20xx – September 20xx

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

- 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

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
- AzureDesk
- HappyFox

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## **R** Certifications

Cisco Certified Network Associate

January 2015