GWEN MORGAN

IT Specialist

📞 +44.860.675.5555
📧 gwen.morgan@gmail.com
🏠 West Main Street, Windsor, London
🔗 linkedin.com/in/gwen-morgan-it-specialist

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

April 20xx – Present

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

May 20xx – September 20xx

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 — 4.0
- AzureDesk — 3.5
- HappyFox — 3.5

Certifications

Cisco Certified Network Associate — January 2015