



YOUR NAME

YourCurrentRole/Title

SUMMARY

As an aspiring IT professional, I am excited to begin my career in the dynamic and rapidly-evolving world of technology. I am eager to apply my technical skills and knowledge to a role that will allow me to grow and learn. I have a passion for problem-solving and enjoy the challenge of finding creative solutions to complex technical issues. My strong attention to detail, analytical mindset, and ability to work well under pressure will allow me to succeed in any organization.

CONTACT



(000)-000-0000



yourname@email.com city, state/location

documentation

EXPERIENCE

Your Current Role/ Position

(E.g. Teacher, Student, Nurse, Artist, Barista, etc.)

Your Company (You can put Self-Employed or Leave Empty if N/A or None here), **Location** (The location)

(START) Mont/Year – Month/Year (End or Current)

Provide a Brief Summary of your Role and Activities Performed. Below list the main **(HIGHLIGHTS)** in bullet format below:

- Assisted individuals with troubleshooting hardware and software issues for end-users. Provided technical support to end-users via phone, email, or in-person.
- Assisted with the installation and configuration of new hardware and software systems.
- Maintained accurate records of all IT-related issues and solutions. Created and updated technical

Projects

- Assisted in the implementation of a new help desk ticketing system and provided end-user training and support
- Assisted in the migration of data from legacy system to a modernized user-friendly end-user platform

Education (if Applicable)

University/School Name, Location – Degree/Certificate Title Date (Start Month/Year) – Date (End Month/Year)

SKILLS

Customer Service Microsoft Office Suite
Google Apps
Detailed Coordination Communication
Time Management Teamwork & Leadership
Detail Oriented
Problem Solving Critical Thinking
Adaptable & Flexible

METHODOLOGIES

Agile Development Methodologies | Software
Development Lifecycle (SDLC)

LANGUAGES

English - Proficient
Language Level