

# First Last

City, State, | emailaddress@email.com | 000-555-0000

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## EXPERIENCE

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### IT SUPPORT

#### COMPANY A

**JULY 2019–PRESENT, City, State**

Receives incoming telephone, email, and in-person requests for assistance from users experiencing issues with software, hardware, networking, and other computing technologies

Evaluates and resolves user computing issues remotely and in-person

Tracks and logs calls using a specialized database and maintains records and related documentation

Trains and guides community members in the use of technology

### CAPTIONING AGENT

#### COMPANY B

**FEBRUARY 2019–JULY 2019, City, State**

Provided excellent customer service by dictating/captioning a variety of conversational topics verbatim for the hard of hearing community

Maintained a high level of dictation speed, accuracy, and consumer confidentiality, while exceeding goals for accuracy on customer and test calls

### ALARM MONITORING OPERATOR

#### COMPANY C

**OCTOBER 2017–OCTOBER 2018, CITY, STATE**

Responsible for monitoring burglar, fire, medical, distress, and supervisory alarms and ensuring the integrity of residential, industrial, and commercial accounts, in addition to government facilities that include both Department of Defense accounts and UL listed accounts; performed liaison work between customers and outside agencies while maintaining strict confidentiality

Effectively handle incoming alarm signals along with inbound and outbound calls, prioritizing based on level of severity to people and property, while maintaining proper documentation of events that occur during alarm activations and service calls

Assist customers with troubleshooting various types of alarm equipment over the phone, escalating calls when necessary to service technicians, and generating service tickets when appropriate.

### PRESENTATION MEMBER

#### COMPANY D

**OCTOBER 2011–NOVEMBER 2015, CITY, STATE**

Coordinated operational processes and improvements that led to increased time devoted to revenue-generating duties such as customer service and saved over one hour per day per employee on preparing daily paperwork.

Recognized as a leader among my peers for exceptional visual abilities, teamwork, and the ability to meet strict deadlines which lead to increased task completion through coordination of team duties.

Responsible for cultivating and rebuilding the visual presentation of the store through analyzing and interpreting schematics, equipment, transitioning aisle displays, and merchandising in scheduled goal times.

Adopted a "Customer-First" working philosophy which prioritized every customer and created a superior experience by solving all requests of the customers such as sourcing inventory at other branches and locating products in-store.

Assisted with training and development of employees through facilitation of leadership and new hire orientation training courses which were conducted in accordance to new-hire documentation.

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## EDUCATION

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### BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY

UNIVERSITY • CITY STATE • 2017

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## SKILLS

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### COMPTIA A+ CERTIFICATION