

# [Jane Doe]

[email, phone, City, State]

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## WORK EXPERIENCE

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### [Company]

*Customer Support Technician*

**Jan. 2017 – Present**

*city, state*

- Provide in-depth technical support for [redacted], Windows 7, 8 & 10 workstations, Windows Servers 2008 & 2012, printers, scanners, Cisco ASA devices and SQL backups.
- Promoted within 9 months after successful VPN troubleshooting and monitoring led to VPN downtimes from several days to less than an hour.
- Assisted in the creation of SQL queries that supported faster and easier changes to client databases.
- Routinely created and closed cases with first-touch resolutions using Salesforce CRM
- Communicated in both technical and non-technical language to both clients and 3<sup>rd</sup> party IT support
- Created guides and articles to assist coworkers in basic VPN troubleshooting

### Target

*Merchandising Brand Team Member*

**Jul. 2015 – Aug. 2016**

*city, state*

- Used company-issued schematics to set product presentations per standards.
- Created innovative and visually appealing merchandise presentations
- Assisted customers and store leaders with the location of various apparel.

### Target

*Sales Floor Team Member*

**Oct. 2014– Jun. 2015**

*city, state*

- Accurately managed register and performed cash handling while providing excellent customer service
- Assisted training of new employees
- Stocked various departments of the store in an efficient and safe manner

## EDUCATION

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### University of [redacted]

*Bachelor of Music, Performance*

**December 2017**

*city, state*

## SKILLS & INTERESTS

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### Certifications:

- Microsoft MTA Networking Fundamentals
- CCNA 200-301 [in progress]
- ComptTIA Security+ [in progress]
- AWS Certified Solutions Architect [in progress]

### Skills:

- Active Directory, Microsoft Server 2003-2016, T-SQL, SQL Server Management, SQL backups, Networking and TCP/IP protocols ,OSI model, knowledge of Cisco IOS commands, expert troubleshooting abilities

### Interests:

- I love learning and completely immersing myself in new things. I am adept at self study from sites like Udemy and Pluralsight and Linux Academy.