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| John Doe | | |
| Summary  Motivated and detail-oriented IT graduate with foundational knowledge in network administration and a passion for technology. Eager to contribute to team success through hard work and dedication.  Work Experience  **IT Intern Jun 2022 – Aug 2022**  Tech Solutions Inc. Springfield, IL   * Assisted in the configuration and management of network devices, improving overall network performance by 15%. * Provided technical support to end-users, resolving 90% of issues on first contact.   **Help Desk Technician Jan 2021 – May 2022**  City College Springfield, IL   * Supported daily IT operations, ensuring minimal downtime and high user satisfaction. * Documented troubleshooting procedures, enhancing knowledge base for future reference.   Education Bachelor of Science: Information Technology Jan 2022 *Springfield University**Springfield, IL*  certifications   * CompTIA A+ – CompTIA – 2021 | Contact  (123) 456-7890  john.doe@example.com  Springfield, IL 62701  Skills  TCP/IP  DNS  DHCP  Network Security  Troubleshooting  Windows Server  Linux  Cisco Routers  Technical Support  Problem Solving |