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| Jane Smith | | |
| Summary  Dynamic Tech Support Engineer with over 5 years of experience in providing technical support and solutions in fast-paced environments. Proven track record of enhancing customer satisfaction and improving service delivery through effective troubleshooting and problem resolution.  Work Experience  **Tech Support Engineer Mar 2020 – Present**  Innovative Tech Corp. Atlanta, GA   * Resolved over 150 technical support tickets weekly, improving response time by 30%. * Implemented new troubleshooting protocols that reduced issue resolution time by 25%.   **Help Desk Technician Jan 2018 – Feb 2020**  Global IT Solutions Atlanta, GA   * Provided technical support to 300+ users daily, maintaining a customer satisfaction score of 98%. * Collaborated with cross-functional teams to develop training materials and improve service efficiency.   Education Bachelor of Science: Computer Science May 2017 *Georgia State University**Atlanta, GA*  certifications   * CompTIA Network+ – CompTIA – 2019 * Microsoft Certified: Azure Fundamentals – Microsoft – 2021 | Contact  (987) 654-3210  jane.smith@example.com  Atlanta, GA 30301  Skills  Advanced Troubleshooting  Technical Support  Network Configuration  Windows Server  Virtualization  Cloud Services  Scripting  Database Management  Customer Relationship Management  Team Collaboration |