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| Jane Smith |
| SummaryDynamic 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.

EducationBachelor of Science: Computer Science May 2017*Georgia State University**Atlanta, GA*certifications* CompTIA Network+ – CompTIA – 2019
* Microsoft Certified: Azure Fundamentals – Microsoft – 2021
 | Contact(987) 654-3210jane.smith@example.comAtlanta, GA 30301SkillsAdvanced TroubleshootingTechnical SupportNetwork ConfigurationWindows ServerVirtualizationCloud ServicesScriptingDatabase ManagementCustomer Relationship ManagementTeam Collaboration |