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| Michael Johnson | | |
| Summary  Results-driven Senior Tech Support Engineer with over 10 years of experience in technical support, systems administration, and team leadership. Committed to delivering high-quality support and optimizing processes to enhance customer experience and operational efficiency.  Work Experience  **Senior Tech Support Engineer Jun 2018 – Present**  Elite Tech Services New York, NY   * Led a team of 10 support engineers, improving team performance metrics by 40%. * Developed and executed technical training programs, resulting in a 20% reduction in escalated tickets.   **Technical Support Lead Jan 2013 – May 2018**  Tech Innovations LLC New York, NY   * Managed technical support operations for a client base of over 1,000 users, achieving a 99% service level agreement compliance. * Spearheaded the implementation of a new ticketing system that increased productivity by 35%.   Education Master of Science: Information Systems Jan 2012 *New York University**New York, NY*  certifications   * ITIL v4 Foundation Certification – AXELOS – 2020 * Cisco Certified Network Associate (CCNA) – Cisco – 2015 | Contact  (555) 123-4567  michael.johnson@example.com  New York, NY 10001  Skills  Leadership  System Administration  Incident Management  ITIL Framework  Cloud Infrastructure  Network Security  Data Analysis  Performance Monitoring  Technical Training  Vendor Management |