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| Michael Johnson |
| SummaryResults-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%.

EducationMaster 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) 123-4567michael.johnson@example.comNew York, NY 10001SkillsLeadershipSystem AdministrationIncident ManagementITIL FrameworkCloud InfrastructureNetwork SecurityData AnalysisPerformance MonitoringTechnical TrainingVendor Management |