

## **HAPPY APPLICANT**

123 Hire Me Lane

Anytown, PA 99999

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## **PROFESSIONAL SUMMARY**

Dedicated information systems problem-solver who develops educational rapport with customers to resolve user challenges quickly.

## **KEY SKILLS**

Evaluated technical challenges as described by telephone customers.

Resolved technical issues by providing step-by-step instructions.

Kept accurate logs of calls and resolutions to improve customer service.

## **PROFESSIONAL EXPERIENCE**

**Help Desk Support Specialist**, ABC Software, Pittsburgh, PA 01/01/2021 – Present  
Properly referred difficult situations to supervisory staff.

**Network Administrator**, Pitt Group, Pittsburgh, PA 12/16/2017 – 12/20/2020  
Improved reliability by providing 24/7 availability for maintenance.  
LED MIS team in plans that resulted in 33% increase in available bandwidth.

**Technical Assistant**, Med-Soft, Pittsburgh, PA 05/15/2014 – 12/1/2017  
Improved efficiency in physician office by installing billing software.  
Trained medical and administrative professionals to effectively use software.

## **EDUCATION**

**Computer Science Bachelor of Science**, University of Pittsburgh  
**Business Administration Associate of Applied Science**, WCCC

## **COMMUNITY SERVICE**

**Volunteer**, Big Brothers Big Sisters of America, Greensburg, PA  
Led youth workshops on using Microsoft Office software and internet applications.