

# Sophia Allen

Technical Support Specialist

## CONTACT

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United States, Boston, MA

## EDUCATION

2020 - 2024

### Bachelor of Science in Information Technology

University of Massachusetts at Boston, United States

- Capstone Project:** Developed a ticket management system prototype designed to streamline IT support workflows and reduce response times.

### CompTIA A+

Certification Date: March 2023

### Microsoft Certified: Windows Server Fundamentals

Certification Date: April 2023

## AWARDS

Best Capstone Project

## LANGUAGES

- English: Native
- Spanish: Intermediate

## PROFESSIONAL SUMMARY

Detail-oriented and customer-focused Technical Support Specialist with hands-on experience in troubleshooting hardware and software issues. Eager to leverage communication and problem-solving skills to provide exceptional IT support.

## EXPERIENCE

### Technical Support Intern

2024 - Now

#### Tech Solutions Inc., United States, Boston, MA

- Assist in diagnosing and resolving technical issues related to software, hardware, and networks for a diverse client base.
- Manage and prioritize customer support tickets, ensuring timely resolution, follow-up, and documentation of all inquiries.
- Provide remote assistance to users, troubleshooting issues related to applications, operating systems, and hardware over the phone and via chat.
- Participate in software installations, updates, and configuration of new hardware to enhance company operations.

### IT Help Desk Assistant

2022 - 2023

#### Boston University, United States, MA

- Delivered first-line technical support for students, faculty, and staff, addressing issues with software, hardware, network connectivity.
- Documented and tracked user issues using the IT service management (ITSM) system, escalating complex technical problems to senior IT technicians.
- Contributed to the development and maintenance of a comprehensive knowledge base to assist in troubleshooting and resolving common IT issues.

## SKILLS

Troubleshooting hardware and software issues (PCs, laptops, printers, etc.) ★★★★★

Basic networking knowledge (TCP/IP, DNS, DHCP, VPN) ★★★★★

Proficiency in Windows OS, Linux OS, and Mac OS ★★★★★

Remote desktop support (RDP, VNC) ★★★★★

Experience with Microsoft Office Suite and Google Workspace ★★★★★

Excellent verbal and written communication skills for customer support ★★★★★