ANDREA CLEGHORN

Help Desk Technician

📞 (123) 456-7890 | ✉ andrea.cleghorn@gmail.com | 📍 Columbus, OH

Education

Bachelor of Science in Information Technology
2020 - 2024
Ohio State University, Columbus, OH

CompTIA A+
September 2024

Microsoft Certified: Fundamentals
January 2024

Skills

Windows and macOS troubleshooting ◆◆◆◆◆

Microsoft Office 365 support ◆◆◆◆◆

Basic networking (LAN/WAN, routers, switches) ◆◆◆◆◆

Remote desktop tools (TeamViewer, AnyDesk) ◆◆◆◆◆

Ticketing systems (Zendesk, Freshdesk) ◆◆◆◆◆

Links

LinkedIn: l/in/andreacleghorn

Professional summary

Motivated IT graduate with a passion for solving technical issues and providing excellent customer support. Seeking to leverage technical knowledge and strong communication skills as a Help Desk Technician at TechSolve IT Solutions.

Experience

Tech Partners LLC
June 2024 - August 2024
Columbus, OH

IT Support Intern

- Resolved 40+ daily help desk tickets related to software and hardware issues.
- Provided Level 1 technical support to employees, ensuring quick resolution of IT issues.
- Documented technical solutions for internal knowledge base, improving team efficiency.
- Assisted in setting up and maintaining office workstations and peripherals.

Columbus Community Center
February 2023 - May 2023
Columbus, OH

IT Help Desk Volunteer

- Offered first-line tech support to staff by diagnosing and resolving computer issues.
- Installed and updated software on computers and printers for office use.
- Trained employees on basic use of office tools, improving workflow.
- Troubleshot and repaired minor network connectivity problems.

Projects

IT Asset Inventory System Development

- Designed and implemented a simple IT asset tracking system using Excel and macros for a nonprofit.