JAMIE TAYLOR

Helpdesk Technician

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United States, Denver, CO 📍

PROFESSIONAL SUMMARY

Detail-oriented and customer-focused Helpdesk Technician with strong troubleshooting skills and experience assisting users with technical issues. Skilled in diagnosing hardware and software problems, and providing step-by-step support for various technical solutions.

EDUCATION

2020 - 2024

Associate Degree in Information Technology

University of Denver / United States

- Relevant Coursework: Network Administration, Operating Systems, Troubleshooting and Repair

CompTIA IT Fundamentals

CompTIA / Certified: March 2023

Microsoft Certified: Windows 10 Fundamentals

Microsoft / Certified: June 2022

SKILLS

Troubleshooting hardware and software issues	Expert
Remote desktop support	Expert
Windows and Mac OS environments	Expert
Software installation and configuration	Expert
Network connectivity troubleshooting	Expert
Strong communication and customer service skills	Expert

EXPERIENCE

2024 - Now

Helpdesk Technician

Tech Solutions Inc. / United States, Denver, CO

- Provide technical support to over 100 employees, resolving hardware and software issues via phone, email, and remote tools.
- Document and track all incidents, ensuring timely follow-up and resolution.
- Assist in software installations, network setup, and troubleshooting common connectivity issues.
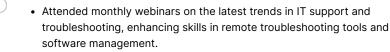- Create and maintain user accounts, permissions, and access control in a Windows-based environment.

2023 - 2023

IT Support Intern

Innovative IT Services / United States, Denver, CO

- Assisted senior technicians in providing troubleshooting assistance for software and hardware issues.
- Conducted basic maintenance tasks, such as system updates and software installations.
- Supported the setup of new devices for end users, ensuring that configurations met company standards.

PROFESSIONAL DEVELOPMENT

- Attended monthly webinars on the latest trends in IT support and troubleshooting, enhancing skills in remote troubleshooting tools and software management.
- Regularly self-studies new IT support technologies through platforms like Udemy and LinkedIn Learning.