




# Evelyn Wolf

Help Desk IT Technician

## CONTACT

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-  Seattle, WA

## EDUCATION

### Associate of Science in Information Technology

University of Washington, Seattle, WA  
Graduated: May 2020

### Certifications

- Microsoft Certified: Azure Fundamentals (July 2022)
- CompTIA A+ Certified (March 2021)
- ITIL Foundation Certificate in IT Service Management (November 2021)

## PROFESSIONAL SUMMARY

Skilled and customer-focused Help Desk IT Technician with over 5 years of experience providing technical support to end-users in a fast-paced office environment. Expertise in troubleshooting software, hardware, and network issues while maintaining exceptional customer service and communication.

## EXPERIENCE

### Help Desk Technician 2022 - Now Microsoft, Redmond, WA

- Provide first-line support to 150+ employees, resolving 95% of issues remotely via phone and email.
- Troubleshoot and diagnose Windows, macOS, and mobile device issues in a timely manner.
- Document and track support tickets using ServiceNow and ensure all resolutions are logged.
- Assist in the setup and deployment of new software, hardware, and network systems.
- Collaborate with other IT teams to escalate unresolved technical issues.

### IT Support Specialist 2020 - 2022 Amazon, Seattle, WA

- Provided technical assistance for hardware and software problems, supporting a 500+ employee environment.
- Troubleshoot and resolved issues related to printing, networking, email systems, and hardware.
- Coordinated with the IT management team to ensure smooth installation and configuration of equipment.

## SKILLS

Hardware and Software troubleshooting	★★★★★
Ticketing systems (ServiceNow, Jira)	★★★★★
Windows, macOS, Linux	★★★★★
Networking (TCP/IP, DNS, DHCP)	★★★★★
Remote desktop support (TeamViewer, AnyDesk)	★★★★★