

# John Zhao

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A recent graduate with entry-level work experience, specializing in IT, system administration, troubleshooting, and technical support. Adept at collaborating with diverse IT teams to identify solutions for complex technical issues. Expertise in interfacing with customers and providing end-user support.

## Key Skills

- Client relations
- Information technology
- Microsoft, Mac, and Linux OS
- Root-cause analysis
- Team leadership
- Troubleshooting

## Professional Experience

### IT Helpdesk Support

*TechSolutions Inc., Philadelphia, PA | May 2021 – present*

- Troubleshoot tier I technical issues for 20 to 30 customers per day, field inquiries, diagnose problems, perform root-cause analysis, and identify solutions
- Attend meetings with the IT to discuss recurring technical issues and integrate solutions into the knowledgebase to improve resolution times by 15%
- Oversee computer configuration, troubleshoot software and hardware issues, and provide training to end-users

## Academic Projects

### Academic Projects

*Temple University, Philadelphia, PA | May 2019 – May 2021*

- Executed an application development project with a team of students to design a video calling solution, which included conducting bug fixes to ensure functionality
- Collaborated with the Temple Information Technology Club to create a mobile application for students to manage academic schedules, which included delivering automated alerts for campus events, assignment deadlines, and class cancellations

## Education

### Bachelor of Science in Information Technology

Temple University Philadelphia, PA September 2017 – May 2021

GPA: 3.8

#### Coursework

- Advanced programming
- Database management
- Hardware and software configuration
- Network administration
- SQL
- System administration

## Certifications

- CompTIA A+, 2021