

# Sarah Jenkins

123 Your Street, Boston, MA 12345  
sjenkins@example.com  
(123) 456-7890

An IT Specialist with entry-level experience specializing in information technology, end-user support, and troubleshooting complex hardware and software issues. Adept at interfacing with customers and technical teams to diagnose problems and identify technical solutions.

## Education

Bachelor of Science (B.S.)  
Computer Science  
Boston University, Boston, MA  
September 2017 - May 2021  
GPA: 3.65

## Key Skills

- Information Technology
- Troubleshooting
- Client Relations
- Technical Support
- End-User Training

## Certifications

- CompTIA A+, 2021

## Professional Experience

### Junior IT Specialist

Boston IT Services Inc., Boston, MA | May 2021 – Present

- Troubleshoot 10-25 Tier 3 issues per day for internal and external end users, including PCs, hardware, software, and networking problems
- Deliver training to end users on software and hardware configuration and diagnose issues during setup
- Create a knowledge base of solutions for recurring customer issues, resulting in a 15% improvement in resolution times for trouble tickets
- Analyze and track support tickets and escalate technical issues as needed

## Volunteerism Experience

### IT Volunteer

Boston Charter School, Boston, MA | May 2020 – December 2020

- Served as an IT volunteer for an initiative to deploy 120+ new PCs, laptops, and tablet devices for a charter school in the inner city
- Configured, updated, and installed hardware and software and performed maintenance to ensure optimal functionality for students and teachers