

# Melissa Anderson

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Service-oriented Desktop Support Technician with 6+ years of experience. Combine deep technology knowledge with strong communication skills to provide high-quality support and solutions. Expertly balance multiple priorities, and quickly isolate and solve users' technical problems in a fast-paced environment. Equally effective and comfortable on the latest Windows and Mac operating systems.

## Key Skills

- Active Directory (AD)
- Complex Problem-Solving
- Computer Hardware & Software
- Cross-Functional Collaboration
- Desktop & Application Support
- Information Security
- Information Technology (IT)
- Internal Customer Service
- Mac OS
- New Hire Training
- ServiceNow
- Task Prioritization
- Windows 10

## Professional Experience

### Desktop Support Specialist

*ABC Tech, Miami, FL | 2019 to Present*

- Address and resolve various computer hardware and software issues for employees in 20 office locations
- Coordinate prompt emergency responses to prevent loss of any key corporate data
- Drafted new step-by-step technical instructions for several of the company's most-used software programs

### Desktop Support Manager

*DEF Technology, Miami, FL | 2016 to 2019*

- Handled employee requests for help with technical issues on Mac and Windows desktops and applications
- Helped train and support newly hired help desk personnel
- Ensured utmost security of proprietary or password-protected data

## Education & Professional Development

### Bachelor of Science (BS) - Information Technology

University of Florida, Gainesville, FL, 2016

### CompTIA A+ Certification, 2016