

Meera Patel

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(123) 456-7890

Dedicated Desktop Support Technician with 5+ years of experience. Focused on streamlining procedures to help continually raise IT team performance. An enthusiastic collaborator who builds productive relationships with diverse team members.

Education & Credentials

Bachelor of Science (BS) -
Computer Science
University of Michigan, Ann Arbor, MI,
2017

Microsoft Certified Professional
(MCP), 2017

Key Skills

- Data Backup
- Desktop Support
- Information Security
- Information Technology (IT)
- Internal Customer Service
- Microsoft Office Suite
- Process Streamlining
- ServiceNow
- Team Collaboration
- Technical Issue Resolution
- User Account Management
- Workstation Relocation

Professional Experience

Desktop Support Specialist
GHI Technologies, Detroit, MI | 2020 to Present

- Focus on creating, updating, and removing user accounts for a large-scale operation
- Boosted information security by formalizing and standardizing various data backup procedures

Desktop Support Manager
KLM Technologies, Inc., Detroit, MI | 2017 to 2020

- Delivered Tier I and Tier II support, addressing both common and escalated technical issues for 500+ onsite and offsite employees
- Provided timely, thorough responses to email, phone, and in-person requests and inquiries
- Disconnected, transported, and reconnected employee computer systems as needed