JONATHAN MITCHELL

IT SPECIALIST

123-456-7890
Myrtle Beach, SC
username@email.com

PROFESSIONAL SKILLS

Programming	Adaptability	Communication	Customer Service Support
Troubleshooting	Self-Motivation	Network Security	Software Installation

TOOLS

- Proficient in Java, CS++, HTML 5, Zendesk, ServiceNow, MECM, Windows 10, Mac OS

EDUCATION

**Network Systems Management,
Associate of Applied Science**   2018

Horry-Georgetown Technical College

Cybersecurity, Certificate   2019
Horry-Georgetown Technical College

EXPERIENCE

Network Systems Specialist   2022-Present
Timmons Systems, Inc.

- Performs defined processes and practices to support the network and ensure consistent and reliable operation to meet business needs.
- Evaluates equipment, componenent, and software.
- Develops effective processes and procedures for continuity of service.
- Performs audits for networks and security

IT Help Desk Support   2018-2022
Lumbee Solutions

- Troubleshooting Tier 1 technical issues for 20-30 customers per day, fielded inquiries, diagnosed problems, performed root-cause analysis, and identified solutions
- Attended meetings with IT to discuss recurring technical issues and integrating solutions into the knowledgebase to improve resolution times by 15%
- Handled computer configuration, troubleshooting software and hardware issues, and provided training to end-users