**Jannet Morgan**

**IT Specialist**

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**Professional Summary**

Dependable and goal-oriented IT Specialist with 5+ years of experience maintaining in-house IT systems and providing comprehensive customer support. At XYZ Global, saved 4 workhours a week for a team of 15 specialists through creating scripts to automate scheduled system patching. Seeking to join ABC Corp to optimize your IT processes while effectively cutting costs.

**Work History**

**Senior IT Specialist**

XYZ Global, Manhattan, NY

Jan 2018–Present

* Maintained 250+ Windows computers and peripherals, including all configuring and monitoring. Worked with vendors to cut equipment costs by 20%.
* Installed 200+ desktop computers during a company-wide upgrade.
* Improved the overall network capabilities by 18% through designing and implementing new connectivity network configurations.
* Spearheaded hardware and software upgrade rollouts.

**Key achievement:** Wrote scripts to automate scheduled system patching. Saved 4 hours a week.

**IT Support Specialist**

Zero Web, Newark, NJ
Dec 2015–Dec 2017

* Provided Help Desk-based IT phone support to end-users for a fast-paced web hosting firm, including troubleshooting, server support, and customer service.
* Maintained 15% above average customer satisfaction in post-call surveys. Used deep compassion and listening skills for the best customer experience.
* Became a trusted resource through high-level problem-solving skills. Solved customer issues with 12% more success than the company average.
* Kept 250 employees up and running on Windows 10.

**Junior Desktop Support Engineer**

Calumcoro Medical, Queens, NY

Jan 2014–Dec 2015

* Handled all desktop support issues in a high-volume manufacturing firm.
* Handled trouble tickets 25% faster than other desktop support engineers.
* Commended by management for exemplary troubleshooting skills.

**Education**

BSc, Computer Science
The State University of New York, Queens, NY

2014

**Key Skills**

* System Administration
* Network Configuration
* Software Installation
* Troubleshooting
* Windows Environment
* Customer Service
* Technical Support

**Certifications**

* 2016, CompTIA A+
* 2019, MS Server