**Charlie Ross**

**IT Support Technician**

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Proven IT support technician skilled in customer service and ticketing systems. Seeking to cut costs and provide efficient process improvements at Global Support Shack Inc. At Galaxy Technologies, provided Splunk deployment and visibility to 38,000 endpoints for 20K+ end users.

**Experience**

IT Support Specialist

Galaxy Technologies Inc.

August 2017–February 2020

**Key Qualifications & Responsibilities**

* Drove service delivery and improved Enterprise IT services and products to 20,000+ end users in a fast-paced IT firm with 50+ corporate customers.
* Performed 30 on-site visits to develop partner solutions.
* Provided IT support services, troubleshooting and system operation.
* Quickly solved 20+ customer issues daily with 95% success.
* Enhanced help desk ticket system, reducing solution time by 35%

**Key Achievement:**

* Assisted in the Global End User Services project which delivered the Splunk Universal Forwarder to more than 38,000 end-points with real-time display.

**IT Support Technician**

Teltron Ltd.

June 2015–September 2017

* Provided complete IT technical support services and assisted global management teams to ensure efficient business processes.
* Provided IT support services to the Application Management Group.
* Established process improvement strategies which drove positive changes and resulted in 100% IT incident remedy rate.
* Conducted IT services training for 20 new employees.

**IT Help Desk Associate**

Webtronics Business Solutions

June 2013 - May 2015

* Created support service tickets and used web-based ticketing systems to track and deliver support services.
* Installed, serviced and upgraded over 300 Windows computers.
* Provided PC and mobile support to resolve client issues.
* Assisted the network team in monitoring 4 network servers.

**Education**

**BS in Computer Science, Ohio State University**

2009-2013

* Excelled in Computer Science coursework and computer labs.
* Provided student tutoring and IT services to 24 classmates
* President and organizer of Students Who Code coding club.

**Skills**

* Splunk
* Oracle
* Microsoft Office
* CSS
* C+
* Information Technology
* Customer Service
* Leadership
* Problem Solving

**CompTIA Association Member**

* Provide IT mentoring to 20 entry-level IT support techs.
* Gave an online class in customer service.

**Local Volunteer**

* Helped and mentored at 2 local high school coding clubs.
* Taught 4 coding courses at 2 area high schools.