**Linda E. Hubbard**

**CompTIA A+ Certified IT Support Technician**

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**Summary of Qualifications**

Personable and knowledgeable IT support technician with over 4 years of experience assisting customers with various hardware and software related issues. Provided in-depth technical support to clients at a Tier 2 level, solving 99.2% of issues without transferring to Tier 3 support. Seeking to provide expert technical support to enterprise organizations as the L3 tech support engineer at QuantX Group.

**Work Experience**

**IT Technical Support Specialist L2/Tier 2**  
January 2017–November 2019  
Jones Software Group, Memphis, TN

**Key Qualifications & Responsibilities**

* Coordinated with Level 1 technical support specialists to take over calls outside their level of support.
* Assisted customers with more difficult technical issues requiring a greater level of personalized care and in greater length.
* Escalated support desk tickets to Level 3 in the most crucial circumstances and after considerable time had been spent on a single ticket.
* Onboarded and trained all incoming junior tech support specialists.

**Key Achievements**

* Solved 99.2% of Level 2 tech support tickets without needing to escalate to Level 3 tech support engineers.

**Technical Support Specialist L1/Tier 1**  
October 2015–December 2016  
Memphis Media Menagerie, Memphis, TN

**Key Qualifications & Responsibilities**

* Supported customers with basic technical support for current and past software releases.
* Assisted clients with general support for hardware, peripherals, network connections, and external software.
* Escalated help desk tickets to Level 2 / Tier 2 support when outside the scope of L1/T1 technician support.

**Education**

**Bachelor of Science in Computing and Security Technology**

*Drexel University, Philadelphia, PA*

**Graduation**: 2015

**Relevant Coursework**: Computing and Informatics Design, Database Management Systems, Responding to Technological Failures and Concerns, Web Systems and Services, Information Security Management, Systems Analysis and Design, Database Design and Implementation.

**Key Skills**

* Software Troubleshooting & Problem Solving
* Phone & Email Technical Support
* BMC Helix IT Service Management (ITSM) Software
* Communication & Interpersonal Skills
* Creative Thinking Skills

**Certifications**

* Google IT Support Professional Certificate
* AppleCare Mac Technician (ACMT)
* HDI Customer Service Representative (HDI-CSR) Certification
* Microsoft Certified Solutions Associate (MCSA)

**Memberships**

* Help Desk Institute (HDI)
* The Association of Support Professionals (ASP)
* Technology Services Industry Association (TSIA)
* Network and Systems Professionals Association (NASPA)

**Languages**

* **Norwegian**: Intermediate Working Proficiency