Andrew Mane

14 Hart Way ● Sometown, MA ● (555) 555-5555 ● someone@example.com

Targeting Entry-Level Helpdesk Positions

- Upcoming XYZ University graduate offering a strong academic background in IT combined with excellent internship experience as a helpdesk analyst.
- Consistently recognized for technical troubleshooting skills used to rapidly and cost-effectively resolve challenging technical issues.
- Quickly learn and master new technology; equally successful in both team and self-directed settings; and proficient in a range of computer systems, languages, tools and testing methodologies.

Education

XYZ UNIVERSITY — Sometown, MA, Degree expected 5/09

B.S. in Computer Information Systems program ● GPA: 3.7/4.0

Concurrent Employment with College Studies:

- **Student Helpdesk Technician** (2007 to Present): Provide networking/desktop support and perform mainframe and account maintenance tasks. Earned commendations for teamwork, flexibility and work excellence in providing IT support to students and faculty.
- **Sales Representative**, ABC Retail Co and DEF Store (2005 to 2008): Leveraged strengths in persuasive communications and consultative sales to earn a reputation as a top sales performer for both retailers (including multiple top 10 rankings out of a 100-member sales force).

Technology Summary

Certifications:	CompTIA A+, HDI Helpdesk Certified
Systems:	CICS/ISPF/Mainframe, UNIX, Windows 9X/NT/2000/XP/2K3, Novell NetWare, Mac OS
Databases:	Oracle, ADB2, Relational Databases
Languages:	Visual Basic, SQL, HTML, ASP, CSS, C++, CGI, Perl, Java
Software:	MS Project, MS Visio, MS Office, Lotus Notes

IT Experience

ABC COMPANY — Sometown, MA

- **Helpdesk Analyst / Intern,** (2007 to 2008) Handled technical troubleshooting within an enterprise environment, including system crashes, slow-downs and data recoveries. Engaged and tracked Priority 1 issues, with responsibility for the timely documentation, escalation (if appropriate), resolution and closure of trouble tickets.

Selected Contributions:

- Researched and developed knowledge-base articles for Lotus Notes issues, resulting in an increase in first-call-resolutions of 20 additional calls per week that saved company $57K annually.
- Exceeded issue-resolution targets and achieved exemplary customer satisfaction scores, consistently scoring between 95%-100% on all calls (outperforming average of 90%).
- Handled 30+ technical/mission-critical calls daily and consistently met high service standards.

Available for Relocation & Travel