Maria Johnson

Help Desk Analyst

638 W Garfield Blvd, Chicago, IL 600007

**Nationality**: American

**DOB:** Jun 23 1985

**T:** (551) 123-7676

**M:** [maria.johnson@example.com](mailto:maria.johnson@example.com)

**L:**  [linkedin.com/mariajohnson](http://linkedin.com/chloeanderson)

**Experience**

**Help Desk Analyst — Example Co., Chicago IL. — May 2015 – present**

* Fix hardware issues including desktop PCs, printers, IBM RS/6000s, and networks
* Operate as application and desktop support on-call 24 hours a day weekly
* Analyse, report, and resolve help desk cases; handled 20% of cases

**Help desk Analyst — Hudson, Chicago, IL — February 2012 – April 2015**

* Coordinate with onsite technicians and clients to complete replacement of access and switch points at remote sites
* Established positive relationships with 10 new clients
* Completed documentation for projects and training

**Education**

**Bachelor of Communication — August 2008 – May – 2012**

University of Seattle, Seattle

**Skills**

* MongoDBMySQL
* Frontend
* JavaScriptJQueryNode.js
* Databases