Maria Johnson

Help Desk Analyst

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**Nationality**: American

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**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