



Johan Green

Help Desk Specialist

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Help Desk Customer Service Resume Outline

I. Objective

Customer-oriented Help Desk Specialist with over 5 years of experience providing top-notch technical support and troubleshooting solutions to enhance customer satisfaction. Aiming to leverage strong technical knowledge, communication skills, and a passion for customer service to support IT operations at **[Your Company Name]**.

II. Education

Bachelor of Science in Information Technology

University of Technology, New York, USA

Graduation Date: **June 2060**

- **Relevant Coursework:** Network Security, Operating Systems, Database Management, Customer Service in IT
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III. Qualifications

- 5+ years of experience providing technical support in a customer service environment.
- Proficient in ticketing software such as Zendesk and Freshdesk for managing and resolving customer queries.
- Solid understanding of networking fundamentals, hardware configurations, and Windows and Mac OS troubleshooting.
- Excellent verbal and written communication skills, enabling clear and efficient problem resolution.
- Skilled in remote support tools like TeamViewer and AnyDesk to resolve user issues swiftly.

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