

BRENDA CARLTON

PERSONAL

Name

Brenda Carlton

Address

123 Main Street
Roswell, NM 88202

Phone number

987-654-3210

Email

exampleresume@cvmaker.com

Meticulous computer technician with 10+ years of experience troubleshooting and resolving software and hardware issues on-site. Capable of providing support for 500 employees with responsibility for network infrastructure and hardware for new hires. Looking to apply maintenance and repair skills to create smooth operations at ABC Group.

WORK EXPERIENCE

Computer Technician

2011 - Present

RaidSoftware, Roswell

- Trained junior computer technicians on common problems and procedures.
- Decreased ticket volume by 18% by implementing an FAQ portal on Jira for easy problem-solving.
- Maintained 200 desktops, 400 laptops, 20 printers, and a full company network.
- Set up network and hardware infrastructure for new hires at about 20 per year.
- Responded to various problems and requests using Jira ServiceDesk for 500 employees.

Junior Computer Technician

2009 - 2011

Arlen's Networking, Kansas City

- Solved 150+ technical issues each week using company protocols and procedures.
- Gained inside knowledge about Arlen products and services.
- Upgraded legacy operating systems to Windows 10.
- Scheduled updates through Citrix to save two hours each week.
- Configured and installed 25 Cisco routers and cabling.

EDUCATION AND QUALIFICATIONS

Bachelor of Science Computer Science

2007 - 2011

University of Missouri, Kansas City

SKILLS

Computer Networking	● ● ● ● ●
Digital Security	● ● ● ● ●
Communication Skills	● ● ● ● ●
Software and Hardware Expertise	● ● ● ● ●
Problem-Solving Skills	● ● ● ● ●

REFERENCES

Mary Edwards

Raid Software

Available on request

William Krueger

Raid Software

Available on request

Sara Carter

University of Missouri

Available on request