Oberon Fairweather

Help Desk Technician

Columbus, OH · oberon.fairweather@example.com · (614) 555-0186 · LinkedIn

SUMMARY

Help desk technician with 3 years of tier-one support across phone, chat and email for a 9,000-user university. Handles about 60 contacts a day, meets the 4-hour response SLA on 97% of tickets and holds a 4.7 out of 5 satisfaction score. Works daily in ServiceNow, Active Directory and Microsoft 365.

EXPERIENCE

Help Desk Technician — Larchmont State University, IT Service Desk

Columbus, OH · Sep 2023 – Present

- Answer about 60 phone, chat and email contacts a day from 9,000 students and staff, meeting the 4-hour response SLA on 97% of ServiceNow tickets.
- Hold a 4.7 out of 5 average satisfaction score across 1,800 surveyed tickets, the highest of 6 tier-one technicians in 2025.
- Wrote 14 knowledge base articles for the start-of-semester rush, cutting Wi-Fi onboarding calls in the first week by 40%.
- Flagged a pattern of 25 MFA lockouts in one hour, which the identity team traced to a misconfigured sign-in policy and fixed the same day.

Service Desk Analyst — Corbel IT Partners

Dublin, OH · Jul 2022 – Aug 2023

- Logged and triaged 35 tickets a day for 9 small-business clients, routing 20% to tier two with full notes and screenshots.
- Set up Microsoft 365 mailboxes and licenses for about 40 new client users a month using a written checklist.
- Cut repeat tickets for 1 dental client by 50% by replacing a failing shared printer driver across 12 workstations.

SKILLS

Support: Tier-one triage, phone and chat support, remote desktop, escalation notes

Systems: Windows 11, macOS, Active Directory, Microsoft 365, Entra ID

Tools: ServiceNow, Freshservice, Bomgar (BeyondTrust), Microsoft Teams

Basics: DNS and DHCP checks, Wi-Fi and VPN troubleshooting, printer drivers

CERTIFICATIONS

CompTIA A+, 2022

ITIL 4 Foundation, 2024

EDUCATION

Certificate in Computer Support, Columbus Technical Institute, 2022

Fictional example by FindAJobAI: the person, employers and numbers are invented.