[Your Full Name]

IT Support Specialist

[City, State] | [Phone] | [Email] | [LinkedIn or portfolio URL]

Professional Summary

[Your experience or training] in it support specialist work. Skilled in [relevant strengths] with a record of [truthful achievement]. Seeking to contribute to [target role or team].

Core Skills

Windows, Microsoft 365, Active Directory, ticketing, hardware, remote support

[Keep only skills you have and tailor them to your target job.]

Professional Experience

[Job title] | [Employer] | [City, State] | [Month Year to Month Year]

- Resolved [number] user tickets per week with [first-contact resolution rate].
- Configured [number] devices and maintained accurate asset records.
- Documented [support procedures], reducing repeat incidents by [result].

[Previous role, internship or relevant volunteer experience]

- [Your contribution and measurable outcome.]

Education

[Degree or qualification] | [Institution] | [Graduation year]

[Relevant coursework or honors if useful.]

Certifications and Projects

[IT certification] | [Issuer] | [Year]

[Support lab or project] | Describe your configuration and troubleshooting work.