**[Technical Support Analyst](https://www.postjobfree.com/resume/ad3ec9/technical-support-silver-spring-md)**

**Location:**Silver Spring, MD

**Posted:**February 05, 2024

**Contact Info:**

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**Resume:**

ETAPE TANGE

240-438-0474

An accomplished technical support professional with 3 years of valuable experience in the field. I have consistently showcased outstanding problem-solving abilities, a customer-focused mindset, and the talent to convey intricate technical ideas clearly and succinctly. My adaptability, results-driven nature, and keen attention to detail empower me to excel in demanding, fast-paced environments. As a devoted team player, my unwavering commitment is to provide top-tier support and guarantee customer contentment in every engagement. I am enthusiastic about harnessing my skills and expertise to enhance the effectiveness of your organization's technical support, helpdesk, or call centre operations.

ADDITIONAL SKILLS

Software: Anti-virus software: SCCM Microsoft Windows, VPN, Lotus Notes, Microsoft Outlook, Citrix, Remote Desktop/VNC, MS Office, Web-based, MS365

Ticketing applications including Remedy and Service-Now, Jira.

Operating Systems: HP-UX 10.x, 11.x. Sun Solaris 2.5, 2.6, 8, 9, 10. AIX 6.1 RHEL 5.x. Linux Enterprise Server 10. Windows 2000, 2003, 2008, IOS

EDUCATION AND CERTIFICATION

Bachelor of Science: Computer Networks and Telecommunications

ACTIVE COMPTIA A+ CERTIFICATION

PROFESSIONAL EXPERIENCE

Lumitech LLC

October 2021 - Present

Tech Support Analyst

•Leveraged ServiceNow's robust capabilities to efficiently manage and document support requests, ensuring a seamless and organized workflow.

•Collaborated closely with the service desk to ensure timely resolution of end-user computing problems and requests.

•Conducted remote troubleshooting for network issues and assisted users with Microsoft Office 365 applications.

•Created detailed reports using APA style writing and worked across multiple operating systems, including Windows XP through Windows 8, Linux Ubuntu, and Mac OS Yosemite and newer.

•Built strong customer relationships by consistently delivering accurate and efficient support.

•Developed and maintained positive customer relations and collaborated effectively with team members to handle requests and questions appropriately.

•Ensured high security and performance of systems by implementing new anti-virus software and critical operating system updates.

•Installed, assisted, and resolved issues related to printers and other network equipment.

•Managed daily call volume of 40-46 calls at a high-performing call center.

•Maintained an average ticket resolution score of 96%.

•Maintained meticulous documentation of system changes and revisions.

•Monitored productivity of regional sales and client relations staff for a national inventory management solutions provider.

•Proficient in troubleshooting and testing, utilizing analytics, documentation, and tools.

•Provided comprehensive troubleshooting support for network connectivity, email setup, application access, and Microsoft Office and Adobe Acrobat usage.

•Proactively protected systems from viruses and promptly addressed any attacks.

•Strong attention to detail and adherence to documented procedures.

•Trained users on password creation, management, and network security best practices.

•Updated customer router configurations to enhance network security.

•Effective communication skills with both technical and management stakeholders.

•Maintained an outstanding record of resolving 95% of trouble tickets without escalation.

Conduent July 2020 - August 2021

Executive/IT Support Specialist

•Installed, configured, and troubleshot desktop systems, workstations, networks, and audio/visual issues in a regulated environment.

•Provided 24/7 support for executive customers, including senior level executives' home office support, travel support, and high-touch support for office assistants.

•Interacted with senior management and technical personnel at various levels, addressing technical issues for non-technical associates.

•Conducted weekly reporting on team progress, metrics, and problem areas.

•Researched, tested, and recommended new devices, software, and hardware to provide business value.

•Developed and updated standard operating procedures.

•Maintained vendor relationships to ensure effective support and procurement.

•Learned and supported new technologies, including iPhone and other Apple products.

•Communicated highly technical information to both technical and non-technical individuals.

•Provided mobile device support to facilitate seamless executive communication.

•Created documentation based on incidents, research, testing, and other requests.

•Managed service ownership for executive customers, exceeding SLA expectations.

•Assisted in technical support for meetings and national summits.

•Acquired thorough knowledge of changes and policies affecting executive workflow preparedness.

•Offered guidance, assistance, coordination, and follow-ups on complex problems to ensure resolution.