

LEAYAH SOBEK

IT Support Specialist

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123 Pine Street, Harrisburg, PA 17101



PROFILE

I have over 1 year of experience working as an IT Support Specialist. In my role, I provide technical support to users and resolve computer issues. I am also responsible for troubleshooting hardware and software problems, as well as maintaining network equipment. Additionally, I provide training to new users on how to use various applications and systems.

LINKS

[linkedin.com/in/leayahsobek](https://www.linkedin.com/in/leayahsobek)

SKILLS

Help Desk

Technical Support

Customer Service

Troubleshooting

Networking

Hardware

LANGUAGES

English

Dutch

HOBBIES

Listening to music

Reading books

Watching TV

EMPLOYMENT HISTORY

● IT Support Specialist at 1. Company 1, PA

Mar 2022 - Present

- Handled 100+ help desk tickets per day, ensuring timely resolutions for clients.
- Implemented new ticketing system that reduced resolution time by 20%.
- Trained 2 junior support staff members on company procedures and best practices.
- Led team of 5 in developing comprehensive user manual for new software application.
- Authored article on “Best Practices for IT Support” that was published in XYZ Magazine.
- Presented at ABC Conference on “IT Trends to Watch out For”.

● IT Support Specialist II at 2. Company 2, PA

Sep 2021 - Jan 2022

- Provided Tier II support for 500+ users on a daily basis.
- Resolved an average of 75% of all tickets within 24 hours.
- Created and maintained documentation for IT procedures and processes.
- Implemented a new help desk ticketing system that increased efficiency by 30%.
- Trained 20+ new employees on company IT policies and procedures.
- Led weekly team meetings to discuss open tickets, challenges, and solutions.

EDUCATION

Associate's degree in computer science at Community College of Philadelphia

Sep 2016 - May 2021

Some skills I've learned are programming languages like Java and Python, website development, and computer networking.

CERTIFICATES

CompTIA A+ Certification

Nov 2020

CompTIA Network+ Certification

Mar 2019

MEMBERSHIPS

CompTIA

Microsoft