

# Olivette Hande

Support Analyst

## Profile

Over 3 years of experience as a Support Analyst. I have gained valuable knowledge in the areas of customer service, technical support, and training. I am able to effectively communicate with customers and resolve issues in a timely manner. I also have the ability to provide accurate documentation and instructions for software applications.

## Employment History

### Support Analyst II at Microsoft, MS

Mar 2022 - Present

- Investigated and resolved customer reported incidents within agreed upon Service Level Agreement (SLA) timeframe.
- Monitored system availability and performance, identifying issues and providing recommendations for improvement.
- Authored technical documentation to assist with incident resolution and root cause analysis.
- Created an automated process that reduced manual effort by 50%.
- Led training sessions on new systems/processes for junior staff members.
- Implemented a change control procedure that decreased the number of unplanned outages by 25%.

### Support Analyst I at Dell, MS

Aug 2019 - Feb 2022

- Assisted in the development of a new support process that improved customer satisfaction ratings by 15%.
- Led training for new support analysts on the use of the company's ticketing system.
- Created documentation for internal and external facing wiki pages detailing processes and procedures.
- Wrote SQL queries to generate reports requested by various departments within the company.
- Actively participated in daily scrum meetings, providing status updates on assigned tasks.
- Investigated and resolved issues raised by customers via phone, email, and chat channels.

## Certificates

### Certified Support Professional (CSP)

Mar 2021

### Certified Help Desk Analyst (CHDA)

Aug 2019

✉ [olivette.hande@gmail.com](mailto:olivette.hande@gmail.com)

☎ (315) 594-6586

📍 2202 Pine St, Moss Point, MS 39563

## Education

### High School Diploma at Jackson State University, MS

Sep 2014 - May 2019

I have learned how to study for and take tests, how to do research, and how to write papers.

## Links

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

## Skills

Technical skills for a Support Analyst:

1. Help Desk ticketing systems

2. Remote desktop support tools

3. Microsoft Office Suite

4. Windows operating system administration

5. Active Directory administration

6. Group Policy management

7. Network troubleshooting

## Languages

English

Indonesian