

Shalom Zolli

Technical Support Specialist

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☎ (934) 548-1060

📍 Orchard Way, Fremont, CA
94539

Education

High School Diploma at Los Angeles High School, Los Angeles, CA

Sep 2014 - May 2019

Some skills I've learned are time management, how to study for tests, and how to do research.

Links

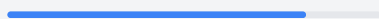
[linkedin.com/in/shalomzolli](https://www.linkedin.com/in/shalomzolli)

Skills

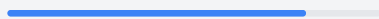
Technical Support



Customer Service



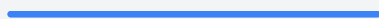
Help Desk



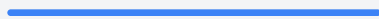
Technical Writing



Documentation



Training



Troubleshooting

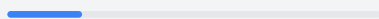


Languages

English



Japanese



Profile

I am a Technical Support Specialist with over 3 years of experience. I have provided support for hardware, software, and network issues. I have also performed system administration tasks such as managing user accounts and permissions. In addition to my technical skills, I have excellent customer service skills and can communicate effectively with non-technical users.

Employment History

Technical Support Specialist at Apple, CA

Apr 2022 - Present

- Assisted over 100 customers with technical support issues via phone and email.
- Resolved an average of 30 tickets per day.
- Trained new employees on company software and hardware.
- Escalated complex customer issues to Tier 2 support.
- Created step-by-step guides for common technical support issues.

Technical Support Specialist II at Dell, CA

Aug 2019 - Feb 2022

- Successfully completed training on new software updates and provided support to other team members during the transition.
- Successfully installed new hardware for 100+ users with minimal downtime.
- Successfully troubleshooted and resolved 200+ technical issues per month.
- Successfully created and maintained documentation for all supported systems.
- Provided Tier II support for 500+ users on a daily basis.

Certificates

CompTIA A+ Certification

Apr 2021

CompTIA Network+ Certification

Jun 2019

Memberships

Association of Information Technology Professionals

CompTIA A+