

Maria Jones IT SUPPORT SPECIALIST Junior

+1 415 912-1054, it@resume.it, github.com/resumeit, [RESUME.IT](https://www.linkedin.com/in/resumeit),
Minneapolis, USA (Ready to relocate) {Full-time at office}

SUMMARY

- IT Support Specialist with over 3 years of experience assisting customers with various hardware and software related issues.

MAC

Linux, Windows, OS, Jira, SolarWinds,

EXPERIENCE

Oct 2016 - present 7.7 years IT Support Specialist
Resume LTD, < resume.it > Minneapolis, USA
IT Support Specialist Junior

- Provided in-depth technical support to clients, solving 100% of issues.
- Solved 95% tech support tickets without transferring to tech support engineers.

Linux, Office, Windows, Jira, TOPdesk,



EDUCATION

Sep 2012 - May 2016, 3.7 years
University of Minnesota, USA, Minneapolis
Bachelor's degree in Computer Science



GITHUB

Repos:

github.com/jitsi/jitsi-meet

- JavaScript  388  9741

github.com/3b1b/manim

- Python  551  18353

github.com/jwasham/coding-interview-university

 5773  108529

LEADERSHIP AND AWARDS

- The Association of Support Professionals (ASP)
- Technology Services Industry Association (TSIA)
- Google IT Support Professional Certificate
- AppleCare Mac Technician (ACMT)