

# Maria Jones IT SUPPORT SPECIALIST Junior

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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.

Linux Windows MAC OS Jira SolarWinds

## EXPERIENCE

Oct 2016 - present 3.8 years IT Support Specialist

Resume LTD,

< [resume.it](https://www.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](https://github.com/jitsi/jitsi-meet)  
JavaScript 🗳️388 ❤️9741
- [github.com/3b1b/manim](https://github.com/3b1b/manim)  
Python 🗳️551 ❤️18353
- [github.com/jwasham/coding-interview-university](https://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)