

# IT Technology Support Technician

## William Webber

1234 Webinar Drive, Green Bay, WI 54301  
920.498-6250 | William.Webber@mymail.nwtc.edu

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### SUMMARY OF QUALIFICATIONS

- Excellent customer service skills
- Critical thinker, problem solver, and decision maker
- Strong communication skills, both written and verbal
- Experience providing end user support; troubleshooting capabilities
- Effective time management, organization, multitasking, and prioritization skills
- Leadership experience; active and collaborative team player
- Strong work ethic; dependable and responsible

### EDUCATION

**Northeast Wisconsin Technical College**, Green Bay, WI

*Technology Support Technician, Technical Diploma*

May 2024

- Related Coursework: Careers in IT, Hardware 1 & 2, Network Essentials, Operating Systems and Data Communication, Help Desk/User Support

### EXPERIENCE

**IT Consultant Intern**

November 2023 – Present

*IBA Business Management*, Green Bay, WI

- Assess and recommend hardware and software configurations
- Provide technical assistance and training to end users and technical staff
- Set up and test PCs and peripherals such as monitors, keyboards, printers, CD-ROM drives and disk drives

**Shift Leader**

August 2022 – November 2023

*McDonald's*, Hobart, WI

- Supervised a crew of 6 people by creating daily responsibility charts and scheduling
- Handled complaints and comments
- Configured end of night paperwork
- Balanced cash registers
- Made daily bank deposits

### COMMUNITY SERVICE

Volunteer, Paul's Pantry, Green Bay, WI

March 2022 – April 2023

- Sorted goods and placed them throughout the store
- Checked for expiration dates
- Provided excellent customer service