
HELP DESK ANALYST RESUME

Job Objective:

To secure a position as Help Desk Analyst with a well established organization.

Highlights of Qualifications:

- Sound knowledge of call-center and telephone customer service environment
- Profound knowledge of Help Desk position
- Excellent communication and writing skills
- Proficient in Excel, Visio, PowerPoint, Project, Word, Microsoft Access, and data manipulation
- Excellent analytical and critical thinking skills
- Familiar with Windows 2000, XP, Vista, and database applications

Ability to troubleshoot and repair software and hardware problems

Ability to use Help Desk standards and follow guidelines

Professional Experience:

Help Desk Analyst
CIBER, Inc., Buffalo, NY
August 2005 – Present

- Attended inbound Help Desk calls, processed tickets.
- Responded to voicemail messages within a timely manner.
- Transferred tickets accurately to second level support when needed.
- Resolved and assisted users with various systems issues including PC/laptop, printer, software, hardware, and database problems.
- Closed Help Desk tickets and communicated resolution to the user.
- Tracked all calls in a detailed and accurate fashion utilizing Help Desk software.

Help Desk Analyst
DB Professionals, Inc., Buffalo, NY
May 2000 – July 2005

- Resolved, corrected, isolated all service requests during the initial call.
 - Routed all service requests to the designated staff as appropriate.
 - Responded to other forms of service requests received e-mail and voice mail.
 - Communicated with the end-user to convey the status of the service request and the expected resolution time.
 - Escalated the resolution process when unable to resolve remotely and customer satisfaction issues.
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Education:

Associate Degree in Computer Sciences
University of California, Berkeley, CA

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