DESKTOP SUPPORT RESUME

Individuals in the desktop support field deal with the most essential computer functions, including the startup, installation, and operation of essential programs. These individuals should have an associate's or bachelor's degree in a computer-related field and may need special certification. They should also have excellent phone skills, as many of the services provided in this field are executed remotely.

Your desktop support resume may need to focus on specific operating systems or programming suites, depending on the nature of the employee you are applying to. This is not always the case, however, and so careful research is necessary when you apply for work. To make things easier, the three desktop support resume format options provided below use a general desktop support level of experience, allowing for customization to specific operating systems as needed.

Entry-Level Resume

While most IT fields require experience, becoming a desktop support associate can usually serve as a good introduction to this field. When crafting your resume, make sure to emphasize your technical skills and communication abilities. Victoria Maynard, the individual in the desktop support resume example provided here, is a good example of how somebody with no prior experience in this particular position can nonetheless become a very desirable candidate.

Victoria Maynard
93 Leeway Drive
St. Johnsbury, VT 05819
Home: (802) 983-9941
Cell: (802) 761-5220
[email]
ATTENTIVE AND ORGANIZED DESKTOP SUPPORT ASSISTANT
PROFILE
Desktop support assistant candidate with a strong knowledge of multiple operating systems and configurations. Highly skilled with the ability and interest to learn new technologies. Well-versed in client communication and capable of explaining complex technical situations to individuals who lack prior experience.

EDUCATION:

LYNDON STATE COLLEGE, Lyndonville, VT
Bachelor of Science in Computer Science, 2014
Relevant Courses

- Desktop Support
- Operating Systems
- Server Maintenance
- Troubleshooting
- Technical Communications

KEY SKILLS:

Professional Skills
- IT support
- Technical research

- Phone communication
- Customer service

- Online correspondence
- Desktop setup

- Microsoft Windows

- Mac OS X

- Linux

Mid-Level Professional Resume

The benefit that mid-level professionals in this field have is that they are familiar with both older and newer technologies.

This is very important, since not all customers you may deal with will be well-versed in modern computers, instead relying on an old family desktop they've had for years. The desktop support resume sample provided here doesn't specifically highlight proficiency with older units, but it is strongly implied by the length of time that Ms. Justice has remained employed in this field.

William French
33 Liberty Square – St. Johnsbury, VT 05819 – (802) 656-3131 – [email]
DESKTOP SUPPORT ASSISTANT
Strong IT and communication abilities

- Experienced desktop support assistant with the ability to work within multiple different operating systems.
- Comprehensive understanding of common technical issues.
- Excellent ability to install and remove hardware and software.
- Strong communication skills and ability to speak with older audiences in particular.

EXPERTISE:

Software support: *Able to quickly identify and troubleshoot software problems, delivering effective solutions that will last.*
Hardware installation: *Knowledge of common hardware configurations in both homes and offices as well as the ability to personally set them up or instruct others as to the installation process.*
Phone communications: *Excellent phone manners and ability to provide long-distance IT support to any party.*

EXPERIENCE:

Kingdom Solutions (St. Johnsbury, VT)
Desktop Support Assistant, 10/2012-Present
Provide in-depth phone support and IT assistance. Assist in the setup of desktop technologies and the execution of common programs. Ensure that customers are completely satisfied before a service call ends. Provide some in-person desktop assistance and installation for regional customers who need a more personal touch.
Microsoft (Seattle, WA)
Desktop Support Assistant, 4/2011-10/2012
Provided hands-on desktop support and setup. Conveyed instructions remotely through phone communications and web chat when necessary. Assisted with the installation and troubleshooting of all major Microsoft hardware and software. Logged troubleshooting reports so that other assistants could help with repeat customers.

EDUCATION:

Bachelor of Science in Computer Science, Boston University, 6/2010

Experienced Professional Resume

As with most job fields, your chances of employers taking a serious look at your desktop support resume increase greatly as you gain more experience in this field. By the time you reach the level of experienced professional, you should have proficiency in most operating systems and desktop configurations. Note in the desktop support sample resume provided below that Mr. Dawson shows a comprehensive knowledge of multiple operating systems and technologies.

Joseph Dawson
802-473-6651 | PO Box 871 | St. Johnsbury, VT 05819 | [email]
Experienced desktop support professional with knowledge of multiple operating systems.
DESKTOP SUPPORT SPECIALIST
Comprehensive knowledge of desktop systems and configurations. Excellent technical and communication skills. Capable of delivering detailed and in-depth IT service remotely through phone communications or live web chats.

CORE COMPETENCIES:

Desktop support and optimization – Customer service – Cooperation and team-building – User training and support – Technical documentation – System upgrades – Microsoft Windows – Mac OS X – Linux – Microsoft Office Suite – Adobe
Creative Suite

Professional Experience:

THREE RIVERS TECHNICAL SERVICES – St. Johnsbury, VT
Providing excellent desktop support to business and private individuals.
2009-Present

McGILL UNIVERSITY – Montreal, Quebec, Canada
Ensured smooth and efficient operation of all university desktop systems.
2008-2009
McGILL UNIVERSITY – Montreal, Quebec, Canada
Provide IT support by phone and live chat.
2006-2008

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McGILL UNIVERSITY – Montreal, Quebec, Canada
Ensured smooth and efficient operation of all university desktop systems.
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McGILL UNIVERSITY – Montreal, Quebec, Canada
Provide IT support by phone and live chat.
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