Casey Reed

IT Support Specialist

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Summary

IT support specialist with four years supporting employee devices, account access and service requests. Writes clear ticket notes and user guidance, and coordinates infrastructure escalations. Experienced in Windows and Microsoft 365 support.

Experience

IT Support Specialist, Example Silvergrove Services — Jul 2023 - Present

- Provide first- and second-line support for a 180-person office using a shared service desk queue.
- Wrote troubleshooting notes for eight recurring device and account issues, including escalation conditions.
- Coordinated a 64-laptop refresh, tracking readiness, handovers and unresolved setup issues.
- Reviewed ticket categories with the service lead to distinguish repeat incidents from one-off requests.

Junior IT Technician, Example Silvergrove Services — Jul 2022 - Jun 2023

- Prepared employee laptops using the team's approved setup checklist.
- Recorded asset assignments and returned devices in the equipment register.
- Collected diagnostic information and escalated network issues to the infrastructure team.

Education

BS, Information Technology — 2018 - 2022

Example Cedar Coast College

Skills

Support: Windows troubleshooting, Microsoft 365 support, Ticket documentation, User guidance

Operations: Device provisioning, Asset records, Account request handling, Escalation coordination

Technical foundations: TCP/IP fundamentals, PowerShell basics, Remote support tools, Knowledge-base writing

Projects

New starter device checklist

- Piloted a checklist covering device readiness, account requests and handover with five new starters.

Home lab learning project

- Practised PowerShell inventory scripts with synthetic device records in a test environment; documented permissions and limitations.

Fictional sample from ResumeGuru. Names, employers and achievements are illustrative.
www.resumeguru.ai/resume-samples/information-technology-resume-sample