Andrew Ma

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| Targeting Entry-Level Helpdesk Positions |

* Upcoming XYZ University graduate offering a strong academic background in IT combined with excellent internship experience as a helpdesk analyst.
* Consistently recognized for technical troubleshooting skills used to rapidly and cost-effectively resolve challenging technical issues.
* Quickly learn and master new technology; equally successful in both team and self-directed settings; and proficient in a range of computer systems, languages, tools and testing methodologies.

Education

XYZ UNIVERSITY – Sometown, MA, Degree expected 5/09

B.S. in Computer Information Systems program ⚫ GPA: 3.7/4.0

Concurrent Employment with College Studies:

* **Student Helpdesk Technician** (2007 to Present): Provide networking/desktop support and perform mainframe and account maintenance tasks. Earned commendations for teamwork, flexibility and work excellence in providing IT support to students and faculty.
* **Sales Representative**, ABC Retail Co and DEF Store (2005 to 2008): Leveraged strengths in persuasive communications and consultative sales to earn a reputation as a top sales performer for both retailers (including multiple top 10 rankings out of a 100-member sales force).

Technology Summary

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| Certifications: | CompTIA A+, HDI Helpdesk Certified |
| Systems: | CICS/ISPF/Mainframe, UNIX, Windows 9X/NT/2000/XP/2K3, Novell NetWare, Mac OS |
| Databases: | Oracle, ADB2, Relational Databases |
| Languages: | Visual Basic, SQL, HTML, ASP, CSS, C++, CGI, Perl, Java |
| Software: | MS Project, MS Visio, MS Office, Lotus Notes |

IT Experience

ABC COMPANY – Sometown, MA

* **Helpdesk Analyst / Intern,** (2007 to 2008) Handled technical troubleshooting within an enterprise environment, including system crashes, slow-downs and data recoveries. Engaged and tracked Priority 1 issues, with responsibility for the timely documentation, escalation (if appropriate), resolution and closure of trouble tickets.

Selected Contributions:

* Researched and developed knowledge-base articles for Lotus Notes issues, resulting in an increase in first-call-resolutions of 20 additional calls per week that saved company $57K annually.
* Exceeded issue-resolution targets and achieved exemplary customer satisfaction scores, consistently scoring between 95%-100% on all calls (outperforming average of 90%).
* Handled 30+ technical/mission-critical calls daily and consistently met high service standards.

Available for Relocation & Travel