



Erin Moore

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PROFILE SUMMARY: Recent computer science graduate with over two years customer service and help desk experience. Internship experience providing Tier 1 and 2 support for high-volume enterprise software systems.

Platforms	Windows Vista/7/10; Mac OS X; Oracle; SAP
Software	Microsoft Office (Word, Excel, Outlook, PowerPoint, Project), SQL, and SharePoint
Languages	Java, HTML, C++, Python

EDUCATION:

Denver Community College, Denver, Colorado
Associate in Science: Computer Science May 2021

EXPERIENCE:

River Tech, Denver, CO.
Tier II Support Intern January 2019- May 2020

- Closed more than 75% of support tickets within one business day
- Reduced issue escalation rate 14% by introducing an improved ticket communication protocol
- Documented and escalated suspicious activity reports, allowing security team to proactively prevent a cyberattack

Cloud Clearwater, Denver, CO.
Help Desk Assistant June 2018- April 2020

- Assisted internal customers with end-to-end troubleshooting and issue resolution for Windows and Mac operating systems
- Received executive recognition for reducing the number of customer callbacks by 22%

TradeLot, Denver, CO.
Customer Associate January 2014-August 2017

- Averaged 45-60 customer support calls a day in fast-paced environment
- Increased overall issue resolution rate by 10%
- Received “Client Champion” award four times for outstanding customer service satisfaction scores