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|  |  | JORDAN ELLIS |
| 💼 ProfilePassionate IT professional seeking to contribute technical expertise, especially in areas of technical support and troubleshooting, in a forward-thinking organization.Contact📍 Seattle, WA PHONE:📞 (123) 456-7891WEBSITE:🔗 www.personal-website.comEMAIL:📧 jordanellis@email.comHobbies (Optional)Investing/TradingVolunteeringPuzzle Solving |  | 🎓 EDUCATION**Seattle Network Academy**20XX – 20XXBachelor of Science in Network Management[It’s okay to brag about your GPA, awards, and honors. Feel free to summarize your coursework too.]📊 WORK EXPERIENCETechnical Support Engineer | PQR Tech HubOct. 20XX – PresentProvided advanced technical support to clients, resolving complex hardware, software, and network issues with a 98% resolution rate. Enhanced customer satisfaction by streamlining troubleshooting processes and implementing proactive solutions to reduce recurring issues.IT Analyst | STU Tech SolutionsFeb. 20XX – Dec. 20XXManaged IT infrastructure and supported system upgrades, ensuring seamless operations and minimal downtime. Conducted in-depth network analysis and optimization, improving overall system performance and reliability.🏆 Certifications & SKILLS * 🌐 Cisco Certified Network Professional (CCNP)
* 🛠️ Information Technology Infrastructure Library (ITIL)
* 🖥️ Technical Support and Troubleshooting
* ⚙️ IT Infrastructure Management
* 📶 Networking
* 🗄️ Database Management
* ☁️ Cloud Computing
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