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|  |  | JORDAN ELLIS |
| 💼 Profile Passionate 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) 456-7891  WEBSITE:  🔗 www.personal-website.com  EMAIL:  📧 jordanellis@email.com Hobbies (Optional) Investing/Trading  Volunteering  Puzzle Solving |  | 🎓 EDUCATION **Seattle Network Academy**  20XX – 20XX  Bachelor 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 Hub Oct. 20XX – Present  Provided 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 Solutions Feb. 20XX – Dec. 20XX  Managed 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 |