John Doe

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PROFESSIONAL SUMMARY

Dedicated Technical Engineer with hands-on experience in troubleshooting, system maintenance, and technical support. Adept at problem-solving and providing efficient solutions for hardware and software issues in fast-paced environments.

SKILLS

- Technical Support & Troubleshooting
- System Installation & Configuration
- Network Administration
- Project Management
- Documentation & Reporting
- Linux/Windows Environments

PROFESSIONAL EXPERIENCE

Technical Engineer | *ABC Technologies, City, State*   Jan 2022 â€" Present

- Provided on-site and remote technical support to clients, resolving 95% of issues within stipulated timelines.
- Configured and maintained network devices, servers, and workstations.
- Collaborated with cross-functional teams for system upgrades and migrations.

Junior Technical Engineer | *XYZ Solutions, City, State*   Jun 2020 â€" Dec 2021

- Assisted in installation and configuration of software and hardware across various environments.
- Monitored systems and performed preventive maintenance tasks.
- Documented technical processes and generated reports for management.

EDUCATION

B.Sc. in Computer Engineering | *University of Technology, City, State*   2016 â€" 2020

CERTIFICATIONS

- CompTIA A+
- Cisco Certified Network Associate (CCNA)

PROJECTS

- **Network Infrastructure Upgrade:** Led a network infrastructure overhaul that improved system reliability by 30%.
- **IT Helpdesk Automation:** Developed scripts that reduced ticket resolution time by 20%.

REFERENCES

Available upon request.