

Derick L








IT Support Specialist | Managed Services Expert





Professional Overview

Dedicated IT professional delivering comprehensive technical support for both clients and internal teams. Combines technical expertise with exceptional service orientation to resolve issues efficiently and minimize business disruption.

Core Competencies

- ✓  Helpdesk Management - Streamlining ticket resolution workflows
- ✓  Hardware Support - Diagnosing and repairing endpoint devices
- ✓  Software Troubleshooting - Resolving application and OS issues
- ✓  User Training - Empowering staff through tech guidance
- ✓  System Documentation - Maintaining accurate support records

Service Excellence

- ◇  Rapid Response - 90%+ first-call resolution rate
- ◇  Process Improvement - Reduced average ticket time by 35%
- ◇  Client-Centric Approach - Tailoring solutions to user needs
- ◇  Proactive Maintenance - Preventing issues before they occur

Technical Skills

- OS Support: Windows, macOS, Linux
- Productivity Apps: Microsoft 365, G Suite
- Remote Tools: TeamViewer, ConnectWise
- Hardware: Dell, Lenovo, Apple
- Troubleshooting: Network, Printers, Mobile

Key Achievements

- Implemented new ticketing system, improving resolution times by 40%
- Reduced recurring software issues by 65% through user training
- Maintained 98% client satisfaction rating for support services

Service Philosophy

"Great IT support should be invisible when things work, and invaluable when they don't. My goal is to make technology an enabler, not an obstacle."