JULIAN MERCER

HELP DESK TECHNICIAN

San Francisco, CA | (415) 555-0148 | julian.mercer@email.com | linkedin.com/in/julianmercer

PROFESSIONAL SUMMARY

Help Desk Technician with 5+ years resolving Tier 1 and Tier 2 incidents for corporate and healthcare users. Handles password resets, access requests, VPN and email issues while keeping tickets documented and SLAs met. Known for calm phone support and for turning repeat issues into knowledge base articles.

PROFESSIONAL EXPERIENCE

IT Service Desk Analyst II Sep 2024 - Present
Kaiser Permanente, Oakland, CA

- Resolve about 40 tickets a day for clinical and administrative staff, with a first-contact resolution rate of 74%.
- Escalate complex Epic and network incidents to Tier 3 with logs and reproduction steps, which cut ticket bounce-backs by about a fifth.
- Wrote 30 knowledge base articles on printing, VPN, and badge-access issues, which deflected an estimated 120 calls a month.
- Handle Active Directory account unlocks, group changes, and onboarding setups for about 60 new hires each quarter.
- Coach two Tier 1 analysts on ServiceNow notes and handoff quality during weekly ticket reviews.
- Reviewed weekly SLA and ticket-aging reports with the shift lead and cleared an aged backlog of 45 tickets in one month.

IT Service Desk Analyst I Oct 2022 - Aug 2024

- Answered phone, chat, and portal requests while keeping average handle time under eight minutes and SLA attainment above 95%.
- Troubleshot Outlook, Teams, and VPN connectivity for remote staff, fixing most cases remotely using screen-share tools.
- Followed security procedures for identity verification on password resets, with no audit exceptions across two quarterly reviews.
- Supported a 150-user remote onboarding wave by shipping preconfigured laptops and walking each hire through first login by phone.

Technical Support Representative Jun 2021 - Sep 2022
Concentrix, Fremont, CA

- Supported a consumer software account by phone and chat, closing 28 to 32 cases per shift with a customer satisfaction score of 92%.
- Documented recurring installation errors for the product team, which led to a corrected installer download page.
- Earned a quality rating above 95% on monitored calls for six consecutive months.
- Cross-trained on billing and account recovery queues to cover peak periods.

CORE SKILLS

ServiceNow | Active Directory | Microsoft 365 administration | Windows 11 | Remote support tools | VPN troubleshooting | Password and access management | Incident triage | Knowledge base writing | SLA management | Epic basics | Printer and peripheral support | Phone and chat support

EDUCATION

Associate of Science in Information Technology, Chabot College, Hayward, CA

CERTIFICATIONS

CompTIA A+ | Google IT Support Professional Certificate | ITIL 4 Foundation