Michael Rodriguez

Technical Support Specialist

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Address: **Austin, TX**
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- Dedicated Technical Support professional with 3+ years of experience resolving complex technical issues while maintaining exceptional customer satisfaction
- Proven ability to translate technical concepts into user-friendly language, achieving 95% first-call resolution rate across diverse environments
- Strong foundation in Windows/Mac systems, networking protocols, and ticketing systems with continuous learning in emerging technologies

WORK EXPERIENCE

DataFlow Solutions
March 2022 - Present

Technical Support Specialist

- Resolved average of 50+ technical tickets daily with 95% first-call resolution rate, supporting 300+ end users across Windows, Mac, and Linux environments
- Reduced average response time from 3 hours to 45 minutes by implementing systematic troubleshooting protocols and creating quick-reference guides
- Troubleshot hardware, software, and network connectivity issues including Active Directory, VPN configurations, and printer management
- Created comprehensive knowledge base with 25+ solution articles, reducing repeat tickets by 40% and improving team efficiency
- Provided remote support using TeamViewer and LogMeIn, maintaining 99.2% uptime during critical business operations
- Collaborated with network administrators to resolve complex infrastructure issues affecting multiple departments

University of Texas IT Department
June 2021 - February 2022

IT Support Intern

- Provided technical assistance to 150+ faculty and students in computer labs and campus-wide support
- Diagnosed and resolved software installation issues, network connectivity problems, and hardware malfunctions
- Developed automated PowerShell scripts for common Windows maintenance tasks, saving 10+ hours weekly
- Maintained detailed ticket documentation in ServiceNow, achieving 98% accuracy in problem categorization
- Assisted with campus-wide software deployments and system updates during maintenance windows

TechWorld Electronics
September 2020 - May 2021

Customer Service Representative

- Provided technical guidance to 60+ customers daily on hardware/software compatibility and troubleshooting
- Achieved 90% in-store technical issue resolution rate through systematic problem diagnosis and solution implementation
- Created simplified setup guides for common devices, reducing product return rates by 25%
- Trained 5 new team members on technical product knowledge and customer

troubleshooting techniques

PROFESSIONAL SKILLS

Technical Communication
Ability to explain complex technical issues in user-friendly terms to non-technical audiences

Active Listening
Identifying root causes through targeted questioning and systematic problem diagnosis

Stress Management
Maintaining professionalism and composure during system-critical incidents and high-pressure situations

Documentation
Creating clear, reproducible solution guides and maintaining accurate ticket records

Multilingual Support
Fluent in English and Spanish, providing technical assistance to diverse user base

TECHNICAL SKILLS

Operating Systems:
- Windows 10/11, Windows Server 2019/2022, macOS Monterey/Ventura, Linux (Ubuntu, CentOS)

Ticketing & Remote Support Systems:
- ServiceNow, Zendesk, JIRA Service Desk, TeamViewer, LogMeIn, RemotePC

Networking & Infrastructure:
- TCP/IP, DNS, DHCP, VPN configuration, Active Directory basics, Group Policy management

Hardware & Software:
- Desktop/laptop troubleshooting, printer configuration, mobile device management (MDM), Microsoft Office 365, Google Workspace

Scripting & Automation:
- PowerShell, Batch scripting, Basic Python for automation tasks

EDUCATION

University of Texas
May 2021

Bachelor of Science in Information Technology

GPA: 3.7/4.0

Relevant Coursework: Network Administration, Database Management, Systems Analysis, Technical Documentation, Cybersecurity Fundamentals

Academic Project: Developed comprehensive troubleshooting flowchart system that reduced ticket resolution time by 35% in university help desk simulation environment

CERTIFICATIONS

CompTIA A+ (Core 1 & Core 2)
Valid through 2027

CompTIA

ITIL Foundation v4
Certified 2023

ITIL

Google IT Support Professional Certificate
Completed 2022

Google

Microsoft 365 Certified: Modern Desktop Administrator Associate
In Progress

Microsoft

PERSONAL PROJECTS

Home Network Laboratory
Configured home network laboratory with segregated VLANs for IoT devices, guest access, and security testing

Virtualized Lab Environment
Maintain virtualized lab environment using VMware for testing OS deployments and troubleshooting scenarios

PowerShell Automation Scripts
https://github.com/mrodriguez-tech

Created automated PowerShell scripts for common Windows maintenance tasks, shared on GitHub with 200+ downloads

Technical Documentation Wiki
Built and maintain personal documentation wiki using MediaWiki for technical procedures and solutions

RECOGNITION & CONTRIBUTIONS

Outstanding Technical Support Award
2023

DataFlow Solutions

Recognized for maintaining highest customer satisfaction scores (4.9/5.0) and innovative problem-solving approaches

Windows 11 Optimization Guide
University IT Department

Created comprehensive Windows 11 optimization guide adopted by university IT department, reducing support tickets by 30%

Contributing Author - TechSupportPro Blog
TechSupportPro

Published 8 articles on troubleshooting methodologies with 15,000+ combined views

Volunteer Technical Support Coordinator

Local Nonprofit

Managing IT infrastructure for 3 community centers