

Azka Yasir

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Certified IT Support Professional with 4+ years experience in customer support. Demonstrated excellence in interpersonal communication, adaptability, and problem-solving. Strong background in troubleshooting, problem-solving, and technical support.

Seeking to apply technical and customer support skills in an IT Support role at a dynamic company.

RELEVANT SKILLS

Technical Support & Troubleshooting • Ticketing System • User Training & Support • Operating Systems Installation • Software Installation & Configuration • Customer Service • Windows • Linux • Domain Name System (DNS) • Networking • System Administration • Problem-Solving • Communication

EDUCATION & CERTIFICATIONS

Google IT Support Professional Certificate • Merit America, Remote
02/2025

- Skill development includes **troubleshooting, customer support, networking, operating systems, systems administration, and security** — all the fundamentals of IT support that are critical for success in the workplace; comparable to the latest CompTIA A+ certification
- Completed hands-on coursework covering **Microsoft 365, Windows 10, Spiceworks** ticketing system, and **fundamental cloud concepts**

CUSTOMER SUPPORT EXPERIENCE

JMT Staffing • Tewksbury, MA

09/2024 - Present

- **Managed inbound and outbound communications** with 50 clients daily, ensuring timely and accurate information delivery, which honed strong customer service and problem-solving skills.
- **Resolved client inquiries and technical issues** over the phone, providing clear, step-by-step guidance to address concerns and ensuring a 25% resolution rate, demonstrating troubleshooting and communication skills vital in an IT support role.
- **Handled High-volume calls daily**, managing diverse client needs and troubleshooting issues under time-sensitive conditions, demonstrating multitasking, time management, and customer service skills valuable in IT support environments.
- **Provided technical guidance and support** for clients experiencing software or account issues, improving client satisfaction by and highlighting problem-solving, communication, and technical troubleshooting capabilities.
- **Trained and mentored new team members** on best practices for phone handling and issue resolution, improving team performance and communication efficiency, which demonstrates leadership and the ability to support others in adopting new technologies and processes.

Substitute Teacher • Lowell, MA

02/2024 - 08/2024

- **Led classroom activities and managed daily lesson plans** for up to 35 students, ensuring smooth operation and continuity, demonstrating organizational skills and the ability to manage tasks in high-pressure environments.
- **Utilized classroom technology and digital tools** to engage students in learning activities, ensuring seamless operation of tech-based systems, showcasing adaptability to new software and troubleshooting technical issues. **Troubleshoot and resolve technical issues** related to classroom equipment (e.g., projectors, computers), ensuring uninterrupted lessons and fostering problem-solving and technical support skills transferable to IT environments.
- **Collaborated with school staff** to monitor student progress and ensure accurate record-keeping, improving data management efficiency and communication skills, essential for supporting IT teams in ticket management and reporting.
- **Adapted to evolving schedules and class dynamics**, quickly resolving classroom challenges and implementing timely solutions, highlighting flexibility and quick-thinking in a fast-paced environment—skills valuable for responding to IT support tickets.
- **Maintained a productive learning environment**, leveraging classroom management software and online resources to track student attendance and performance, further refining organizational and system management abilities.

Server • Chelmsford, MA

08/2022 - 12/2023

- **Streamlined customer service** by assisting 25 customers daily with their needs, ensuring swift issue resolution and maintaining a high satisfaction rate (measured by customer feedback scores), which developed strong problem-solving and communication skills.
- **Trained and mentored** a team of 30 new employees, enhancing operational efficiency and improving teamwork, which honed leadership, training, and collaboration abilities applicable to IT team dynamics.
- **Managed inventory and ensured accuracy** of product orders, reducing discrepancies by 35%, showcasing attention to detail, data management, and organizational skills crucial for IT support roles.
- **Handled multiple tasks simultaneously** in a fast-paced environment, including order processing, customer inquiries, and problem resolution, fostering time management and multitasking skills directly transferable to technical troubleshooting.
- **Resolved customer complaints and technical issues** by utilizing clear communication and critical thinking, improving service time 35% and developing key skills in troubleshooting and conflict resolution.

Checkout Associate • TJX Company, Chelmsford, MA

03/2021 - 08/2022

- **Resolved over 30 customer inquiries daily**, applying strong analytical and troubleshooting skills to ensure seamless and satisfactory resolutions, enhancing team efficiency and boosting customer retention.

- **Identified and addressed technical issues** with retail software and systems, including price checks, inventory management, and sales data processing, ensuring operational accuracy and reducing system errors by 35
- **Collaborated with team members to achieve 40 daily operational goals**, showcasing effective communication and teamwork skills, which are crucial for supporting IT teams in high-pressure environments.
- **Adapted to dynamic priorities by taking on diverse roles**, such as conducting inventory counts and operating checkout systems during peak periods, ensuring timely task completion and maintaining smooth operations.
- **Optimized workflows using retail technology** to perform inventory and pricing checks weekly, demonstrating technical proficiency and a strong understanding of software tools and systems management.