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## **IT Help Desk Technician**

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Technical Support | User Training | Tier 1 Support Desk

- Professional with over two years of help desk experience providing software, client/server and networking technical support.
  - Success working in a high-volume, 24x7 technical call center. Demonstrated strengths in rapidly diagnosing, troubleshooting and resolving client issues.
  - Consistently praised for communicating effectively with both technical and nontechnical users.
  - Known for excellent problem-solving skills, attention to detail, and patience in dealing with frustrated users.
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## **Key Skills**

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| <ul style="list-style-type: none"><li>• Problem Diagnosis</li><li>• Support via Phone and Email</li><li>• Technical Troubleshooting</li><li>• Software Installs</li></ul> | <ul style="list-style-type: none"><li>• Customer Service</li><li>• Complaint Handling</li><li>• User Training and Support</li><li>• Hardware and Software Configurations</li></ul> |
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## **TECHNOLOGY PROFICIENCIES**

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**Computer Software:** MS Office (Word, Excel, Outlook, PowerPoint), Basic Ticketing software, Internal/Instant Messaging software

**Networking Software:** cPanel, Wordpress, MySQL, HTML, CSS, PHP

**Browsers:** Internet Explorer, Firefox, Chrome, Safari, Edge

**Hardware:** PCs, Laptops, Printers, Routers, Modems, Tablets, Smartphones

**Networking:** LAN, TCP/IP

**Platforms:** Windows XP, Windows 7, Windows 10

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## **Professional Experience**

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American Family Insurance – Madison, WI

**Tier 1 Help Desk**, Aug 2016 to Current

- Averaged 33 calls per day with a high rate of first-call resolution
- Diagnose, troubleshoot and resolve issues pertaining to email, web-based programs, network connectivity, and account management.
- Often praised, by customers and supervisors, for being able to speak on the level of whomever I'm speaking with.
- Dispatched issues to Tier 2 support when necessary, usually only when it was a question of permission levels. Consistently provided well-detailed descriptions of issue and all troubleshooting steps performed to ensure swift resolution.

GoDaddy Inc. – Tempe, AZ

**Tier 1 Help Desk and Inbound Sales**, Dec 2013 to Mar 2016

- Averaged 35 calls per day, 45% above expectation, with a high rate of first-call resolution
- Diagnose, troubleshoot and resolve issues pertaining to email, websites, webhosting, connectivity, and account management. Executed sales and setup when applicable.
- Often praised, by customers and supervisors, for being able to speak on the level of whomever I'm speaking with.
- Escalated issues to Tier 2 support when necessary, usually only when it was a question of permission levels. Consistently provided well-detailed descriptions of issue and all troubleshooting steps performed to ensure swift resolution.

Fry's Food and Drug — Tempe, AZ

**Backup Bookkeeper and All Purpose Clerk**, July 2011 to August 2013

- Quickly balanced cash drawers and returned them to starting amount for use. Practiced safe cash handling procedures for deposits and cash on hand.
- Made certain that all registers were working properly, software and hardware, fixing everything possible before calling technician. Oversaw software upgrade to insure that it did not affect proper system configuration for sales monitoring software.
- Ensured proper communication and setup of Western Union and state lottery machines.
- Assisted store management with customer service situations relating to quality and returns.

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## **Education**

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Iowa State University – Ames, IA – Dec 2007

B.A Religious Studies, Minor in Philosophy