

# Ashley Doyle

## IT Technician

---

Quick learner and promising IT technician with valuable experience in SQL and network infrastructure. Looking to join a dynamic company committed to connecting the globe with exceptional products, services, and technology.

✉ ashley.doyle.is@gmail.com

☎ (123) 456-7890

📍 Seattle, WA

🌐 [LinkedIn](#)

---

---

## Work Experience

### Yelp

IT Technician Intern

2020 - current | Seattle, WA

- Collaborated with 2 interns at help desk to answer phones, emails, and chat, scheduled appointments for complex network issues, and ensured equity in resolving tickets
- Resolved 95% of work tickets on time with detailed documentation, and escalated advanced tickets by communicating with Level I techs within 30 minutes of receipt
- Assisted in inventory, and replaced outdated and inoperative hardware and equipment for 75+ employees
- Studied manuals and implemented IT processes to assist with walk-ins, remote assistance, and customer support
- Participated with tech team in creation of SQL queries and scripts to boost efficiency for customers by 14%

### Washington State University Help Desk

Support Technician

2019 - 2020 | Seattle, WA

- Served as first point of contact each shift for 40+ students requiring technical support with laptops, phones, and other devices
- Responded to all phone messages and emails within 2 hours, and operated online chat system to address immediate issues
- Managed copiers, fax machines, and printers, troubleshooting malfunctions, performing maintenance and repairs, and removing paper jams, saving the department \$2k+ each semester in repair work
- Guided students in connecting laptops and devices to dormitory and campus networks, and provided over-the-phone support for troubleshooting, diagnosing, and repairing hardware and network issues

---

## Skills

- SQL
  - Network Infrastructure
  - Network Security
  - Software Development Life Cycle (SDLC)
  - Python
- 

---

## Education

### Bachelor of Science, Computer Science

Washington State University

2016 - 2020 | Pullman, WA