

JIA KATIA

IT Production Support Manager

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☎ (123) 456-7890

📍 Brooklyn, NY

🌐 [LinkedIn](#)

🐙 [Github](#)

EDUCATION

Bachelor of Science

Computer Science

University of Pittsburgh

📅 September 2014 - April 2018

📍 Pittsburgh, PA

WORK EXPERIENCE

IT Support Engineer

Amazon

📅 April 2018 - current

📍 Brooklyn, NY

- Utilized technical skills to support, build, and implement 16 technology solutions by improving operational efficiency
- Built internal tool to escalate support requests if they met certain criteria
- Served as the first point of escalation for 100% of external operations tickets
- Provided monitoring of software and hardware to ensure operational teams experienced 0% downtime
- Worked with 8 team leads to create tools and processes that streamlined support ticket management
- Designed software that **reduced inefficient customer service processes by 36%**

Support Technician

University of Pittsburgh Help Desk

📅 September 2016 - April 2018

📍 Pittsburgh, PA

- Worked 20 hours a week in the biggest computer lab on campus to troubleshoot issues that students had with network connectivity, printers, and related technology
- Streamlined the process of responding to complaints by implementing a 7-second ticketing system
- Systematized customer issues into groups, **reducing the resources and time to complete inbound requests by 17%**

PROJECTS

Party Playlist

- Built a native mobile app for Android and iOS that allows a party host to invite party attendees to vote on which songs should play at an event
- Utilized the Spotify API and built an interactive, real-time voting function on top of it
- Designed and presented a mobile app for Android and learned Swift to port it to iOS

SKILLS

- JavaScript (Angular)
- HTML/ CSS
- Python (Django)
- SQL (PostgreSQL, Oracle, AWS)
- Networking (DNS, DHCP, SSL)
- Linux