**John Doe**

El Paso, Texas | 915-777-8888 | johndoe91@outlook.com

To obtain a support position for a leading professional in the El Paso area. Seeking an established company that offers growth opportunities.

**OBJECTIVE**

**STATEMENT**

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| **CORE COMPETENCIES** | * Knowledge of computer technology/software, helpdesk repair & troubleshooting, operating systems, networking, and security. * Excellent sense of direction, attentive to detail, and great communication. |

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| **CERTIFICATIONS** | * CompTIA 220-1101/220-1102 A+   12/2023 – 12/2025  02/2023 – 02/2026  05/2023 – 05/2026  12/2023  04/2024 – 04/2027   * CompTIA SY0-601 Security+ * CompTIA XK0-005 Linux+ * FOA CFOT# 1731322 * CompTIA PT0-002 Pen Test+ |
| **WORK HISTORY** | April 2023-Present  **IT Helpdesk Technician** | Western Technical College | El Paso, TX   * Assist end-users with hardware, software, and network-related issues, troubleshooting problems, and resolving technical issues in a timely manner. * Responding to inquiries and requests for assistance via IT ticketing system. * Provides excellent customer service by demonstrating patience, empathy, and professionalism in all interactions with end-users.   February 2017-July 2019  **Eligibility & Authorization Specialist** | El Paso Pain Center | El Paso, TX   * Verified patient’s insurance coverage and eligibility for services and procedures. * Communicated with healthcare providers, medical staff, and insurance representatives to gather necessary information for submission of authorization requests for procedures. * Resolved issues related to insurance coverage or authorizations and ensured compliance. |

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| **EDUCATION** | 07/2022-05/2024  **Associate of Applied science: Information Systems and Security**  Western Technical College, El Paso, TX - Federal Work-study Employment  02/2016-11/2016  **Medical Billing and Coding Certification**  Vista College, El Paso, TX - President of the Medical Club - Treasure of The National Technical Honor Society |

* Customer Service
* Leadership Skills
* Critical Thinking
* Adaptability
* Data Analysis
* Attentive to Detail
* Microsoft Office 365
* Windows Operating Systems
* Computer/Laptop Hardware Repair
* Active Directory
* Network Configuration

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| **SKILLS** |  |