

Liam Wells

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 Mountain View, CA 94043

SUMMARY

Dedicated and resourceful Data Center Technician with over 1 year of experience troubleshooting IT hardware. Developed skills in diagnosing server issues and responding to network failures promptly. Known for maintaining high service standards and effectively interacting with customers during problem resolution. Committed to teamwork and maintaining operational efficiency in challenging situations, contributing to project success and innovation. Seeking to leverage expertise at Tech Solutions Inc. while making valuable contributions to the team.

EXPERIENCE

Data Center Technician
Tech Innovations LLC

June 2025 - Present
San Francisco, CA

- Support IT operations through server maintenance and hardware troubleshooting within a fast-paced data center environment.
- Diagnosed and repaired over 150 hardware failures, significantly improving uptime and system reliability.
 - Reduced downtime by 20% through refined response strategies during critical network outages.
 - Collaborated across departments to enhance hardware repair workflows, resulting in quicker turnaround times.
 - Maintained accurate records of technical issues, leading to data-informed adjustments in preventive measures.
 - Trained new staff on troubleshooting protocols and safety measures, fostering a culture of support and cooperation.
 - Consistently upheld company policies and contributed to a safe and effective work environment.

IT Support Technician
Data Systems Co.

January 2024 - May 2025
Palo Alto, CA

- Delivered technical support focusing on servers and user endpoints, ensuring efficient and reliable IT services.
- Resolved 95% of technical support tickets on first interaction, enhancing user satisfaction and timely communication.
 - Assisted in deploying IT infrastructure for over 300 employees, optimizing equipment usage and productivity.
 - Created training materials for onboarding new employees, effectively sharing knowledge and best practices.
 - Conducted system performance checks and preventive maintenance, mitigating risks of hardware failures.
 - Responded promptly to urgent requests during significant incidents, minimizing disruption of IT services.
 - Engaged directly with customers during resolutions, maintaining high professional standards and service quality.

LEADERSHIP & AWARDS

- Continual Service Improvement Award for enhancing team coordination and expedited repairs.
- Outstanding Performance Recognition for exemplary customer service during critical incidents.

EDUCATION

High School Diploma
Mountain View High School GPA: 3.8

2022
Mountain View, CA

Coursework: General Studies, Computer Science, Information Technology, Mathematics

CERTIFICATIONS

- CompTIA A+ Certification  2025
- Cisco Certified Network Associate (CCNA)  2026

TECHNICAL SKILLS

- Hardware Repair Tools:** Multimeter, Cable Tester, Diagnostic Software
- Networking Equipment:** Routers, Switches, Firewalls
- Operating Systems:** Windows Server, Linux, MacOS
- Troubleshooting Methodologies:** Root Cause Analysis, Fault Trees, Test & Repair Approach
- Documentation Standards:** ITIL, ISO 27001, CISSP
- User Interaction Tools:** Zendesk, BMC Remedy, ServiceNow
- Monitoring Tools:** Nagios, Wireshark, SolarWinds
- Virtualization Platforms:** VMware, Hyper-V, VirtualBox
- Database Management:** SQL, Oracle, MongoDB
- Scripting Languages:** Bash, Python, PowerShell

SKILLS

- Hardware Troubleshooting
- Network Protocols
- Customer Service
- Technical Documentation
- Team Collaboration
- Problem Resolution
- System Diagnostics
- Incident Management
- Preventive Maintenance
- Process Improvement
- Service Level Agreements
- Safety Protocols
- IT Asset Management
- Technical Training
- Workflow Streamlining

PROFESSIONAL AFFILIATIONS

- Member of Association for Computing Machinery (ACM), promoting IT advancement and ethics.
- Active participant in local IT workshops focused on emerging technologies and networking.

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST