

Xiao Fischer

IT Support Technician, Computer Maintenance Support

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SUMMARY

Early career IT support candidate with 11 months of supervised lab and campus project experience supporting **computer maintenance, hardware** and software installation, device deployment, minor troubleshooting, network connectivity testing, inventory, and secure asset handling. Configured and tested 35 desktop and laptop systems, installed and removed peripherals, diagnosed boot and application issues, and verified access on a training network. Maintained accurate records for incoming, deployed, retired, and simulated equipment using Microsoft Office. Guided classmates through setup tasks, safe **equipment handling**, and documented decommissioning steps. Brings clear communication, dependable organization, technical language familiarity, **resourceful problem solving**, and readiness for part time support in an educational IT environment.

EDUCATION

High School Diploma

Timberline High School 🎓 GPA: 4.0 📅 2025 📍 Lacey, WA

***Coursework:** Computer maintenance, hardware installation, software installation, network connectivity, Microsoft Office*

TECHNICAL SKILLS

- **Computer Hardware:** Desktops, laptops, monitors
- **Peripheral Devices:** Keyboards, mice, docking stations
- **Software Support:** Windows, application installation, software removal
- **Microsoft Office:** Word, Excel, Outlook
- **Network Connectivity:** Ethernet, Wi Fi, access testing
- **Asset Inventory:** Serial numbers, status tracking, location records
- **Asset Disposition:** Retired devices, decommissioning, controlled removal
- **Troubleshooting:** Boot issues, application issues, peripheral issues
- **Equipment Handling:** Receiving, unloading, lifting
- **Documentation:** Recordkeeping, inventory registers, disposition records
- **Technical Communication:** Technical terminology, peer instruction, status reporting

SKILLS

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|-------------------------|---------------------|-------------------------|---------------------------|
| • Computer maintenance | • Device deployment | • Asset security | • Communication |
| • Hardware installation | • Decommissioning | • Microsoft Office | • Organization |
| • Software installation | • Network testing | • Technical terminology | • Safe equipment handling |
| • Troubleshooting | • IT inventory | • Recordkeeping | |

EXPERIENCE

IT Support and Device Maintenance Lab

Student Lab 📅 January 2026 - June 2026 📍 Lacey, WA

Supported supervised lab operations focused on workstation setup, hardware and software changes, connectivity testing, inventory accuracy, and peer instruction. Worked across desktop, laptop, monitor, and peripheral tasks while following safe handling procedures and documenting equipment status.

- Configured and tested 35 desktop and laptop systems for supervised classroom **deployment** activities
- Installed hardware, **software**, and **peripherals**, then verified workstation operation before handoff
- Diagnosed minor boot, application, peripheral, and connectivity issues through structured lab checks
- Connected devices to a training network and verified access through repeatable connectivity tests
- Maintained **inventory** records for incoming, deployed, and retired equipment using accurate status details
- Guided classmates through setup tasks and safe **equipment handling** during shared lab sessions

Technology Asset Lifecycle Project

University Project 📅 August 2025 - December 2025 📍 Lacey, WA

Completed a supervised asset lifecycle project covering receipt, cataloging, recordkeeping, testing, controlled decommissioning, and equipment movement. Used Microsoft Office to organize asset information and communicate status across simulated technology handling activities.

- Received and cataloged simulated **desktops, laptops**, and monitors for lifecycle tracking exercises
- Built an **inventory** register with serial, status, location, and disposition fields

- Prepared retired devices for documented **decommissioning** workflows and controlled asset removal
- Used **Microsoft Office** to maintain records and summarize equipment status for review
- Tested hardware and software changes before updating corresponding inventory records
- Demonstrated proper lifting and movement techniques for equipment up to **30 pounds**

PROJECTS

Campus Technology Asset Lifecycle 📅 2025

Improved asset tracking habits through a supervised workflow covering receipt, serial records, status updates, testing, and documented disposition for retired equipment.

LEADERSHIP & AWARDS

- Technical Education Achievement Award, 2025
- Academic Merit Recognition, 2025
- Peer Lead, Student Device Setup Team, 2026

CERTIFICATIONS

- Microsoft Learn, Windows Support Fundamentals learning path 📅 2026
- Microsoft Learn, Computer Maintenance Fundamentals learning path 📅 2026

PROFESSIONAL AFFILIATIONS

- Volunteer, Campus Technology Recycling Event, 2025
- Peer Lead, Student Device Setup Team, 2026

LANGUAGES

- English (Native)
- Mandarin Chinese (Proficient)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST