



Willa Hobbs

IT Specialist I, Technical Support

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STRENGTHS

- 🔧 **Practical troubleshooting**
When symptoms were unclear, separated useful evidence from noise and found a workable next step.
- ✅ **Service ownership**
Kept assigned tickets moving within service levels, then checked with users before calling work complete.
- 💬 **Clear communication**
Users received plain explanations and useful follow up, which made difficult support moments easier.
- ♥️ **Careful documentation**
Recorded diagnostics clearly, giving senior technicians enough context to continue escalated work without repetition.
- 🚀 **Operational readiness**
Followed incident procedures during higher priority events and stayed prepared for remote or after hours support.

SKILLS

Service desk support

Desktop management

Service management

Incident management

Quality assurance

Windows operating systems

Microsoft Office products

Client device support

Basic troubleshooting

Ticket documentation

Service levels Incident escalation

Routine reports

SUMMARY

IT Specialist with 2 years of hands on service desk and client support experience in structured, service level driven environments. Resolves desktop, Windows operating system, **Microsoft Office**, account, printer, peripheral, and client device issues while documenting work clearly and confirming solutions with end users. Applies logical troubleshooting, practical judgment, and careful prioritization when separating relevant symptoms from unrelated details. Experienced with **service management** workflows, incident intake, escalation, routine reporting, device handling, and **technical communication** for users with varied computer knowledge. CompTIA A+ certified with a valid **Florida driver's license** and comfort interpreting procedures, diagrams, schedules, and safety guidance. Supports dependable service delivery across remote locations, after hours incidents, and operational events requiring clear communication and assignment ownership.

EXPERIENCE

IT Support Specialist

Capital Grove Technology Services 📅 October 2025 - Present 📍 Tallahassee, FL

Supports office users across Windows desktops, Microsoft Office, **printers, peripherals**, accounts, and client devices. Owns frontline incidents, service level commitments, documentation, remote site support, equipment handling, and escalation preparation within structured procedures.

- Resolved **Windows**, Office, printer, peripheral, and account incidents through documented **service management** procedures.
- Triageed reported symptoms against configuration details, isolating actionable evidence before selecting resolution paths.
- Completed assigned tickets within **service levels**, documenting diagnostics and confirming restored functionality with users.
- Prepared clear **English** support notes, giving senior technicians useful context for escalated incidents.
- Supported remote site visits through safe equipment handling, hardware records, and accurate task completion.
- Maintained after hours readiness through incident communication procedures and documented escalation practice.

Service Desk Technician

Panhandle Client Support 📅 October 2024 - September 2025 📍 Tallahassee, FL

Provided first line service desk support for employees using Windows workstations, Office products, business applications, printers, and desktop peripherals. Managed incident records, interpreted procedures, communicated corrective steps, and developed reliable service habits under senior technician guidance.

- Provided first line support for Windows workstations, **Office products**, printers, and desktop peripherals.
- Interpreted procedures and diagrams while resolving password, connectivity, application, device, and printing issues.
- Logged incidents with concise descriptions, accurate categories, and relevant diagnostic details for escalation.
- Reproduced user problems, explained corrective steps, and verified restored service before closing tickets.
- Applied arithmetic and logical reasoning during inventory counts, equipment assignments, and usage calculations.
- Built dependable queue habits through punctual follow up, assignment ownership, and senior technician guidance.

Technical communication

Emergency operations

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● IT Support Specialist at Capital Grove Technology Services (1 Years)

● Service Desk Technician at Panhandle Client Support (11 Months)

LEADERSHIP & AWARDS

- CompTIA A+ certification earned in 2025, validating foundational hardware, software, operating system, and support knowledge.
- Service level ownership recognized through consistent ticket completion, clear documentation, and user confirmation before closure.

EDUCATION

High School Diploma

Lincoln High School 🎓 GPA: 4.0 📅 2024 📍 Tallahassee, FL

Coursework: English communication, mathematics, computer applications, safety procedures

CERTIFICATIONS

- CompTIA A+ 📅 2025
- Valid Florida Driver's License 📅 2025

TECHNICAL SKILLS

- **Desktop Operating Systems:** Windows 10, Windows 11, Desktop configuration
- **Microsoft Office:** Microsoft Word, Microsoft Excel, Microsoft Outlook
- **Service Management:** Incident intake, Ticket routing, Service level tracking
- **Incident Management:** Incident triage, Incident escalation, Incident closure
- **Client Device Support:** Desktop computers, Printers, Peripheral devices
- **Account Support:** Password support, User accounts, Access troubleshooting
- **Quality Assurance:** Resolution verification, Ticket review, Procedure compliance
- **Technical Documentation:** Support notes, Routine reports, Written correspondence
- **Safety Procedures:** Equipment handling, Maintenance instructions, Safety guidance
- **Operational Support:** Remote site support, Emergency operations, After hours support
- **Quantitative Reasoning:** Arithmetic, Percentages, Proportions

PROFESSIONAL AFFILIATIONS

- Public safety technology support interest, with readiness for emergency operations and assignment specific training.
- Florida technical support community, focused on practical service desk work, device care, and clear user communication.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST