

Ariya Harmon

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SUMMARY

Technical support specialist with three years of experience resolving hardware, software, Windows, connectivity, and connected device issues in customer facing service environments. Provides Level 1 help desk support for healthcare users, clinicians, **biomedical technicians**, and **IT teams** through phone and email channels. Manages cases from initial report through resolution, documenting symptoms, troubleshooting steps, customer updates, escalation details, and closure evidence in CRM and ticketing systems. Uses **technical documentation**, knowledge articles, and **standard operating procedures** to isolate faults and guide setup or configuration. Coordinates RMA activity for repair and replacement needs. Applies HIPAA aware information handling, GDPR awareness, and environmental, health, and safety procedures while supporting service continuity and rotating after hours coverage. Ready to contribute disciplined case ownership, clear communication, and practical troubleshooting in a remote technical services role.

EXPERIENCE

Technical Support Specialist

April 2025 - Present

Lakeshore Clinical Technology Services

Milwaukee, Wisconsin

Supports connected clinical devices and companion software for healthcare users, biomedical technicians, and IT contacts. Owns Level 1 cases across phone and email channels, applies documented procedures, coordinates RMA activity, and protects service continuity during scheduled after hours coverage.

- Resolved Windows, application, network, setup, and device communication issues for healthcare users.
- Documented **phone** and email cases in CRM and **ticketing systems** with clear resolution evidence.
- Applied **knowledge articles** and standard procedures before escalating complex **connectivity** and software faults.
- Coordinated RMA requests by verifying repair details and replacement status for depot teams.
- Guided **clinicians**, biomedical technicians, and IT contacts through **configuration** and operational checks.
- Protected customer information through HIPAA aware handling and scheduled after hours support.

Help Desk Technician

October 2023 - March 2025

Midwest Service Desk Solutions

Madison, Wisconsin

Provided customer facing **help desk** support for Windows workstations, **Microsoft Office** applications, peripherals, account access, and basic network connectivity. Managed incident records, guided users through setup, and prepared reproducible findings for desktop and infrastructure escalation.

- Supported business users through phone and **email** for Windows workstations and peripherals.
- Diagnosed incidents using troubleshooting sequences, system information, and knowledge base articles.
- Recorded incidents with categorization, troubleshooting history, communications, and closure notes.
- Guided users through **software** setup, application configuration, and device connection steps.
- Used Outlook, **Excel**, and **Word** for communications, tracking, and operational documentation.
- Collected reproducible details and routed unresolved problems to advanced support teams.

PROJECTS

Connected Device Support Workflow 📅 2025

A recurring device issue became a useful process lesson. Mapped intake, troubleshooting, documentation, escalation, and RMA handoffs for connected clinical equipment, giving support teams clearer case evidence and more consistent service coordination.

Service Desk Knowledge Base Review 📅 2024

Small documentation gaps slowed otherwise simple calls. Reviewed troubleshooting references for Windows, applications, peripherals, and network connectivity, helping users receive clearer setup guidance and helping advanced teams receive better escalation details.

LEADERSHIP & AWARDS

- Customer Case Ownership Recognition, Lakeshore Clinical Technology Services, 2025
- Service Desk Documentation Recognition, Midwest Service Desk Solutions, 2024
- Healthcare Technology Support Leadership, Clinical Support Team, 2025

EDUCATION

High School Diploma

2023

Riverside University High School GPA: 4.0

Milwaukee, Wisconsin

Coursework: Computer Applications, Information Technology, Technical Communication, Health and Safety

CERTIFICATIONS

- Microsoft Learn, Windows Client Fundamentals 📅 2025
- HIPAA Awareness Training 📅 2025

TECHNICAL SKILLS

- **Operating Systems:** Microsoft Windows, Windows Client, system information
- **Microsoft Office:** Outlook, Excel, Word
- **Support Channels:** Phone, email, chat channels
- **Case Management:** CRM, ticketing systems, case records
- **Knowledge Systems:** Knowledge management, knowledge articles, technical references
- **Clinical Devices:** Infusion systems, connected devices, companion software
- **Networking:** Network connectivity, device communication, computer networking
- **Hardware Support:** Laptops, tablets, mobile devices
- **Service Operations:** Level 1 support, help desk, service desk
- **Repair Logistics:** RMA processing, repair coordination, replacement coordination
- **Documentation:** Standard operating procedures, troubleshooting guides, closure notes
- **Compliance:** HIPAA, GDPR, environmental health and safety

SKILLS

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|----------------------------|----------------------------|------------------------|---------------------------|
| • Technical support | • Software troubleshooting | • Ticketing systems | • Phone support |
| • Help desk | • Computer networking | • CRM systems | • Email support |
| • Windows | • Connected devices | • Knowledge management | • Technical documentation |
| • Hardware troubleshooting | • Case management | • RMA coordination | |

PROFESSIONAL AFFILIATIONS

- Healthcare Technology Support Community, professional participant
- Technical Support and Service Desk Network, professional participant

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST