


# Melody Kawski

## IT Support Specialist

Dynamic IT Support Specialist with two years of experience resolving technical issues and enhancing user satisfaction. Skilled in troubleshooting, maintaining systems, and providing timely solutions. Adept at communicating complex information clearly to end-users, ensuring seamless technology operations.

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(509) 379-3543 

Evansville, IN 

### Education

#### Associate of Applied Science in Information Technology Support at Ivy Tech Community College, IN

Dec 2018 - May 2023

Relevant Coursework:  
Networking Fundamentals,  
Operating Systems, Database  
Management, IT Security,  
Technical Support, and System  
Administration.

### Links

[linkedin.com/in/melodykawski](https://www.linkedin.com/in/melodykawski)

### Skills

Windows



Linux



Networking



Troubleshooting



Active Directory



Office 365



VPN



### Languages

English



### Employment History

#### IT Support Technician at IBM, IN

Jun 2025 - Present

- Resolved over 150 technical support tickets monthly, enhancing response efficiency by 30% through streamlined troubleshooting processes.
- Implemented a new hardware diagnostic protocol that reduced average repair time from 3 days to just under 24 hours, significantly improving client satisfaction.
- Trained and mentored a team of five junior technicians, resulting in a 20% increase in overall team productivity and improved service delivery.
- Coordinated with software developers to identify and patch system vulnerabilities, decreasing security incidents by 40% within the first quarter.

#### IT Support Assistant at Accenture, IN

May 2023 - May 2025

- Resolved over 200 technical support tickets monthly, reducing average resolution time by 25% through efficient troubleshooting and prioritization.
- Implemented a new system for tracking hardware inventory which decreased equipment loss by 15% and streamlined resource allocation.
- Trained and mentored a team of five junior technicians, enhancing their diagnostic skills and improving overall team performance by 30%.
- Collaborated with cross-functional teams to upgrade network infrastructure, resulting in a 40% increase in network reliability and uptime.

### Certificates

#### CompTIA IT Operations Specialist (CIOS)

Oct 2023

#### Microsoft Certified: Modern Desktop Administrator Associate

Jun 2022

### Memberships

CompTIA AITP

HDI