

# Elizabeth Chacon

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## RELEVANT SKILLS

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- Windows OS Troubleshooting
- Mac OS Troubleshooting
- Mobile Device Support
- ServiceNow Ticketing System
- Google Drive
- Customer Service
- Cisco Finesse, Cisco Jabber
- Office 365 Email and Calendar
- Bilingual (Spanish, English)
- Bomgar Remote Support
- Zoom Troubleshooting
- DUO (Two-factor Authentication)

## WORK EXPERIENCE

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**Stanford University, Palo Alto, CA**

*Computer Support Analyst I*

Nov 2022-Present

- Serve as the primary point of contact for technical support, providing remote resolution for hardware, software, peripheral, and networking issues
- Combined technical knowledge and exceptional customer service skills to assist clients with system operations and troubleshooting
- Configure, re-image, and deploy computers for new hires and existing Stanford employees and students, ensuring smooth onboarding
- Streamline and implement procedures for the triaging process enhancing efficiency and response times
- Manage and resolve an average of 50-100 support tickets per month, consistently meeting service level agreements and boosting user satisfaction
- Produce and revise documentation to support project initiatives and ensure technical information is consistently up to date

*Service Desk Analyst*

Jan 2020-Nov 2022

- Delivered Tier 1 support via phone calls for various software, hardware, mobile devices, and networking issues for staff, faculty, students and affiliates at Stanford University
- Escalated unresolved issues to appropriate Tier 2, and or Tier 3 support teams using the ServiceNow ticketing system
- Identified and escalated emergencies or service outages promptly
- Diagnosed and documented interactions with an average of 25 customers daily, providing remote support for Mac OS and Windows OS utilizing the Bomgar Support Portal
- Verified user identities using a three-security process, assisting with password resets, DUO (two-factor authentication), and Cisco voicemail pin resets
- Assisted with Android and iPhone Activations and maintained knowledge of multiple carrier plans
- Implemented and managed compliance for iPhones and Macs using JAMF & Workspace ONE

**Whole Foods Market, Santa Clara, CA**

Dec 2016– July 2019

*Team Educator/Cashier*

- Delivered expert guidance to customers on supplements, essential oils, and whole-body products, enhancing their shopping experience and knowledge
- Trained new team members in the Whole Body Department, focusing on product knowledge and customer service skills
- Designed and assembled in-store promotional displays, effectively driving sales and increasing product visibility

## EDUCATION

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**San Jose State**, San Jose, CA

Jan 2024- Present

- Bachelor's degree in Management Information Systems, Expected **Fall 2026**

**De Anza College**, Cupertino, CA

Sept 2015 –July 2020

- Associate's Degree in Science in Business Administration

**Year Up United**, San Jose, CA

Sept 2019 – July 2020

*Year Up United is an intensive, competitive technical training and career development program with over 250 corporate partners. The program includes college-level courses, professional training, and a six-month internship.*

- Completed coursework in Project Coordination, Web Development, IT Helpdesk, Professional Skills, and Business Communications, with specialized training in Information Technology including management of Operating Systems, File Management, Cloud, and Introduction to Hardware
- Received "IT Top Performer" recognition within the Learning and Development phase
- Collaborated on team projects to design and implement technology solutions, enhancing problem-solving and teamwork skills
- Engaged in networking opportunities with industry professionals, strengthening connections for future career opportunities