

Eddie Bickham

Support Specialist / Tech Consultant

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- Provided technical assistance to clients by analyzing, troubleshooting, and resolving hardware, software, and network issues
- Created and maintained documentation of network and software configurations
- Assisted in the development and implementation of policies and procedures for system use, security, and maintenance
- Trained end users on systems and software applications

Professional Experience

Application Specialist Prime Healthcare | February 2019 - September 2022

- Created simple workflows for doctors and facilities management teams that improved productivity by as much as 30%.
- Identified process improvement opportunities to enhance operational effectiveness and improve team productivity, resulting in 20% reduction in service requests.
- Developed and maintained software applications for the company's online store
- Coordinated with cross-functional teams to ensure product features met customer requirements
- Utilized various programming languages, such as HTML and JavaScript, to modify and enhance existing applications
- Documented all development processes and procedures
- Created and tested automation scripts to improve system performance

Technical Support Specialist ExakTime, An Arcoro Product | July 2016 - October 2018

- Provide technical support to customers via telephone, email, and chat
- Respond to customer inquiries and resolve technical issues in a timely and professional manner
- Document technical support issues and resolutions in a log for future reference
- Generated hundreds of completed service requests on a daily basis, exceeding goal by 25%
- Communicate with diverse clients and in-house teams, build rapport and long-term relationships.

Helpdesk Technician Midori Services Inc | July 2015 - January 2016

- Troubleshoot and resolve customer technical issues in a timely manner
- Respond to customer inquiries via phone, email, and live chat
- Provide technical support for software, hardware, and network issues
- Respond to escalated customer issues
- Process RMA for defective equipment and schedule shipment of replacement products.

Education

- 5+ years of experience developing, debugging, testing, and deploying JavaScript applications
- Familiarity with HTML5, CSS3, and other web development technologies
- Troubleshoot and resolve system and application issues in a timely manner

Key Skills

- Microsoft SQL Server
- ServiceNow
- Front-End Development
- Customer Service