Contact

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Top Skills

Software Development
HTML5
JavaScript

Robert Ashworth

Product Support Engineer at Rendia, Inc.
Denver, Colorado, United States

Summary

Diligent IT professional with 7+ years experience and proven
knowledge of troubleshooting who maintains a positive attitude under
pressure and welcomes the challenge and responsibility of producing
results quickly.

Experience

Rendia, Inc.
7 years

Product Support Engineer
July 2017 - Present (5 years 2 months)
Baltimore, Maryland, United States

- Store, retrieve, and manipulate data for analysis of system capabilities and
requirements.
- Modify existing software to correct errors, allow it to adapt to new hardware,
or to improve its performance.
- Develop and direct software system testing and validation procedures,
programming, and documentation.
- Confer with systems analysts, programmers and support staff to design
systems and to obtain information on project limitations, capabilities,
performance requirements and interfaces.
- Hire, train, and supervise technical support team members

Technical Support Lead
March 2016 - July 2017 (1 year 5 months)
Baltimore, Maryland, United States

- Planned and coordinating the installation, testing, operation, troubleshooting,
and maintenance of hardware and software systems
- Monitored and maintained computer systems, network hardware and
software applications
- Triaged and responded to client requests for assistance, information,
products and services
- Trained and coached new team members on proper policies and procedures
- Wrote and facilitated technical documentation and internal knowledge base

Technical Support Specialist
2015 - March 2016 (1 year)
Baltimore, Maryland, United States

- Resolved tickets representing staff-generated and in-bound customer technical requests or problems and troubleshoot technical and process issues to maintain productivity.
- Maintained internal and client facing knowledge base detailing system requirements, FAQ's, and solutions to common issues.

ZeniMax Online Studios
Quality Assurance Analyst
2014 - 2015 (1 year)
Hunt Valley, Maryland, United States

- Developed unit, integration and system tests to evaluate compliance with client requirements.
- Conducted testing and evaluated system operations and the results of developed capabilities.
- Applied principles, methods, and tools for testing & evaluating computer or computer-related equipment/computing systems.

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