[Your Name]  
[Your Address]  
[City, State, Zip Code]  
[Your Email Address]  
[Your Phone Number]

Objective:  
Experienced Technical Support Engineer with a proven track record of providing exceptional support to users and customers encountering issues with Red Hat Enterprise Linux (RHEL) systems. Dedicated to troubleshooting problems promptly and efficiently while delivering superior customer service and satisfaction.

Experience:

Technical Support Engineer  
[Company Name], [Location]  
[Dates of Employment]

* Provided prompt and effective technical support to users and customers experiencing issues with RHEL systems.
* Diagnosed and resolved software and hardware-related problems, ensuring minimal downtime and disruption to operations.
* Utilized remote access tools and diagnostic utilities to troubleshoot issues and provide solutions or guidance.
* Escalated complex issues to higher-level support teams or engineering teams as necessary, ensuring timely resolution.
* Documented support tickets, including steps taken and solutions provided, to maintain accurate records and facilitate knowledge sharing.
* Collaborated with cross-functional teams to identify and address recurring issues or systemic problems affecting RHEL systems.
* Participated in on-call rotations and provided after-hours support to address critical issues and emergencies.

Education:

Bachelor of Science in Information Technology  
[University Name], [Location]  
[Dates of Attendance]

Skills:

* Extensive knowledge of Red Hat Enterprise Linux (RHEL) systems and administration.
* Strong troubleshooting skills with the ability to diagnose and resolve software and hardware-related issues.
* Excellent communication and interpersonal skills, with the ability to effectively communicate technical information to users of varying technical backgrounds.
* Customer-focused approach with a commitment to delivering exceptional service and support.
* Proficient in utilizing remote access tools and diagnostic utilities for troubleshooting purposes.
* Ability to work effectively both independently and as part of a team in a fast-paced environment.
* Detail-oriented with strong organizational and documentation skills.
* Experience working in an ITIL or similar framework is a plus.

References:  
Available upon request.

[Note: Remember to replace placeholders such as [Your Name], [Company Name], [Location], [University Name], and others with your actual information before using this resume.]