

SKILLS		
Problem Solving	System Troubleshooting	Process Optimization
End-user Support	Documentation	Workflow Automation
Quality Assurance	Security Awareness	Incident Response
Remote Collaboration	Continuous Learning	Requirements Gathering

TOOLS & TECHNOLOGIES	
Core Tools:	Security Tool Suite, Productivity Suite, Ticketing Platform
Platforms:	Cloud Platform, Enterprise OS, Virtualization Layer
Development/Testing:	CI/CD, API Tools, Issue Tracker
Collaboration Tools:	Document Sharing, Communication Platform, Analytics Dashboard
Concepts/Standards:	Security Best Practices, API Concepts, Networking Protocols
Automation/Scripting:	Python, Scripting Language, SQL, Markup Language

WORK EXPERIENCE
<div><div>Support Team Lead</div><div>CompanyXYZ</div><div>2021 - 2023</div><div><ul style="list-style-type: none">• Provided daily operations and general technical support for digital products.• Coordinated onboarding/training activities to improve knowledge sharing.• Participated in process improvements for customer and end-user workflows.• Supported automation and workflow initiatives using standard tools.• Project/team optimization efforts:<ul style="list-style-type: none">– Improved process consistency across teams.– Streamlined incident communication.– Assisted in reducing resolution time for escalations.</div></div>
<div><div>Technical Support Specialist</div><div>CompanyXYZ</div><div>2019 - 2021</div><div><ul style="list-style-type: none">• Served as primary contact for end-user incident resolution.• Assisted teams in troubleshooting, configuration, and technical documentation.• Participated in tool integrations and process platform migrations.• Maintained knowledge base and procedural documents.</div></div>

IT/Application Support

CompanyXYZ

2017 - 2019

- Provided general platform and application support.
- Guided users in self-service environments.
- Identified recurring issues and proposed procedural improvements.
- Collaborated across teams to support releases and bug fixes.

QA / Product Support Assistant

CompanyXYZ

2016 - 2017

- Assisted teams in feature verification and validation.
- Helped create test plans and managed basic research documentation.
- Supported cross-team knowledge exchange.

CERTIFICATIONS

Professional Certification A

Professional Certification B

Certificate in Customer Service

Training: Quality Processes

EDUCATION

Bachelor's Degree in a Technical Field

Sample University

2012 - 2017

LANGUAGES

English

Professional Working Proficiency

Language B

Native or Full Proficiency