

# Technical Support Portfolio (Non-Live)

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## Profile Summary

Detail-oriented Technical Support Specialist with expertise in non-live support channels, including email, chat, and ticket systems. Skilled in troubleshooting, documenting solutions, and providing clear technical guidance to enhance customer satisfaction and efficiency.

## Core Skills

- **Technical Troubleshooting:** Diagnosing and resolving hardware, software, and network issues.
- **Non-Live Customer Support:** Handling tickets, emails, and chat support with clear, timely responses.
- **Knowledge Base Management:** Creating and updating self-help documentation and FAQs.
- **Tools & Platforms:** Zendesk, Freshdesk, Jira, ServiceNow, Slack, Microsoft 365, Google Workspace.
- **Communication:** Clear written communication for technical and non-technical audiences.

## Deliverables

- Resolved over X number of support tickets with high customer satisfaction ratings.
- Maintained and updated knowledge base articles for common issues.
- Created step-by-step guides to help users solve recurring problems independently.
- Monitored ticket queues to ensure timely SLA compliance.
- Provided email/chat support with a focus on clarity and professionalism.

## Sample Project / Work Highlight

Project: Email & Ticketing Support Process Improvement

- Designed a workflow to reduce average ticket resolution time by 20%.
- Implemented automated response templates for FAQs, saving some hours per week.
- Coordinated with the IT team to escalate unresolved issues effectively.

## Key Strengths

- Strong problem-solving mindset
- Quick learner with adaptability to new tools
- Customer-focused with attention to detail
- Excellent written communication skills
- Reliable and consistent support delivery