1. Processed over [Number] support requests weekly for technical assistance on wide range of issues related to [Software] and [Software].
2. Retained existing clients and developed [Number] new accounts by extending high quality and efficient support service.
3. Explained technical information in clear terms to non-technical individuals to promote better understanding.
4. Configured hardware, devices and software to set up work stations for employees.
5. Removed malware, ransomware and other threats from laptops and desktop systems.
6. Patched software and installed new versions to eliminate security problems and protect data.
7. Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
8. Delivered technical sales presentations to prospects and presented benefits and value of products.
9. Monitored systems in operation and input commands to troubleshoot areas such as [Type] and [Type].
10. Developed and tested new product offerings prior to release to assist development team in bug identification.
11. Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
12. Increased sales by educating prospects on benefits of products and services in comparison to competitors.
13. Helped streamline repair processes and update procedures for support action consistency.
14. Documented all transactions and support interactions in system for future reference and addition to knowledge base.
15. Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
16. Upsold products and services to increase company revenue by [Number]% beyond [Timeframe] targets.
17. Analyzed [Type] and [Type] issues to identify troubleshooting methods needed for quick remediation.
18. Collaborated with vendors to locate replacement components and resolve advanced problems.
19. Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.
20. Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes.