1. Delivered exceptionally high level of professionalism and support to each customer, upholding company's commitment to service.
2. Promoted purchase of service contracts and warranties by detailing benefits of each to customers.
3. Explained complex technology-related issues in understandable terms to customers.
4. Used remote diagnostic tools to identify sources of certain customer issues.
5. Answered calls and emails at help desk to assist customers with basic support, bug fixes and configuration issues.
6. Managed system-wide operating system and software deployments, as well as related software upgrade problems.
7. Delivered network technology training to junior team members and end-users, enhancing knowledgebase and team productivity.
8. Updated department documentation such as license databases, infrastructure maps and FAQs to maintain consistent response levels.
9. Set up hardware and software in optimal configurations to meet network performance requirements.
10. Designed and evaluated WAN and LAN connectivity technologies.
11. Improved overall user experience through support, training, troubleshooting, improvements and communication of system changes.
12. Investigated and corrected problems with printers, copiers and other peripheral devices.
13. Utilized source code control for tracking configurations and changes.
14. Established, repaired and optimized networks by installing wiring, cabling and devices.
15. Answered and triaged requests for assistance in order to provide top-notch support.
16. Completed [task] to ensure compliance with relevant [type] regulations.
17. Performed network security design and integration duties.
18. Monitored network hardware operations to evaluate proper configuration.
19. Performed duties in accordance with all applicable standards, policies and regulatory guidelines to promote safe working environment.
20. Diagnosed and executed resolution for all network and server issues.