1. Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
2. Documented all transactions and support interactions in system for future reference and addition to knowledge base.
3. Configured hardware, devices and software to set up work stations for employees.
4. Retained existing clients and developed [Number] new accounts by extending high quality and efficient support service.
5. Removed malware, ransomware and other threats from laptops and desktop systems.
6. Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes.
7. Devised solutions to operations issues related to [System] and [Software], working closely via phone, email, live chat and web teleconference.
8. Collaborated with vendors to locate replacement components and resolve advanced problems.
9. Upsold products and services to increase company revenue by [Number]% beyond [Timeframe] targets.
10. Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
11. Helped streamline repair processes and update procedures for support action consistency.
12. Executed various techniques, including [Technique] and [Technique] to maintain servers and systems, keeping networks fully operational during peak periods.
13. Uploaded new software, rolled out updates and applied patches to [Type] servers upon release to thwart [Type] and [Type] threats from penetrating networks.
14. Delivered technical sales presentations to prospects and presented benefits and value of products.
15. Patched software and installed new versions to eliminate security problems and protect data.
16. 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.
17. Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
18. Explained technical information in clear terms to non-technical individuals to promote better understanding.
19. Processed over [Number] support requests weekly for technical assistance on wide range of issues related to [Software] and [Software].
20. Analyzed [Type] and [Type] issues to identify troubleshooting methods needed for quick remediation.