1. Assisted [Job title] to compile internal reporting data.
2. Provided back-up telephone support to [Job title] by answering incoming calls with extended wait times.
3. Quickly learned new processes and systems and kept current with procedural enhancements.
4. Completed time-sensitive data entry requests.
5. Entered client data into [System] to capture [Type] information.
6. Performed regular quality control checks to verify accurate entry of data.
7. Reported timeliness of data entry progress when working on special projects and escalations.
8. Identified data entry discrepancies and applied adjustments in [Software] system.
9. Clearly communicated entry status via email or phone with other departments.
10. Securely filed document master digital files for backup and future verification.
11. Retained existing clients and developed [Number] new accounts by extending high quality and efficient support service.
12. Trained and supported end-users with software, hardware and network standards and use processes.
13. Maintained and referenced training documentation for entry process.
14. Installed, modified and repaired software and hardware to resolve technical issues.
15. Verified data checking for compliance, error and repeat data.
16. Monitored [Number] [Type] servers, network connections, firewalls and corporate filters to maintain maximum up-time and functionality.
17. Provided Tier 1 IT support to non-technical internal users through desk side support services.
18. Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
19. Created and improved [Type] standards team-wide.
20. Loaded software, granted permissions and configured hardware for new employees as part of onboarding process.