1. Explained technical information in clear terms to non-technical individuals to promote better understanding.
2. Uploaded new software, rolled out updates and applied patches to [Type] servers upon release to thwart [Type] and [Type] threats from penetrating networks.
3. Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
4. Processed over [Number] support requests weekly for technical assistance on wide range of issues related to [Software] and [Software].
5. Documented all transactions and support interactions in system for future reference and addition to knowledge base.
6. Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
7. Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
8. Monitored systems in operation and input commands to troubleshoot areas such as [Type] and [Type].
9. Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
10. Removed malware, ransomware and other threats from laptops and desktop systems.
11. Configured hardware, devices and software to set up work stations for employees.
12. Delivered technical sales presentations to prospects and presented benefits and value of products.
13. 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.
14. Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes.
15. Increased sales by educating prospects on benefits of products and services in comparison to competitors.
16. Upsold products and services to increase company revenue by [Number]% beyond [Timeframe] targets.
17. Helped streamline repair processes and update procedures for support action consistency.
18. Devised solutions to operations issues related to [System] and [Software], working closely via phone, email, live chat and web teleconference.
19. Retained existing clients and developed [Number] new accounts by extending high quality and efficient support service.
20. Analyzed [Type] and [Type] issues to identify troubleshooting methods needed for quick remediation.