1. Performed scheduled and unscheduled maintenance of equipment, including [Equipment] and [Equipment].
2. Assembled, installed and tested new equipment and assisted users in understanding general functions of newly installed equipment.
3. Provided customer and network administration services such as passwords, electronic mail accounts and troubleshooting.
4. Maintained problem tracking system and ran diagnostic software to verify properly operating equipment.
5. Championed portfolio management approach to develop consistent discipline and methodology in achieving innovation goals.
6. Met with customers and prospective business partners to explore new markets, technology and innovation strategy.
7. Designed and prepared technical reports, studies and related documentation.
8. Constructed, edited and tested computer system programs, including [Type] and [Type] programs.
9. Performed ad hoc deep-dive analyses for specific business problems.
10. Conducted data system studies to prepare documentation and specifications for proposals.
11. Installed, configured and monitored local and wide-area networks, hardware and software.
12. Developed business cases, presentations and reports for senior management.
13. Performed network administration duties by creating network user accounts, permissions, resetting passwords and administering group policies.
14. Collaborated with senior management and business line management to identify and prioritize new concepts for development and launch.
15. Documented client progress through case notes and documentation.
16. Oversaw growth of market research function, enabling organization to analyze data to identify and anticipate opportunities.
17. Established extensive procedures and policies for troubleshooting and resolving hardware and software issues.
18. Led corporate-wide initiatives to help guide enterprise and business level goals.
19. Marked charts and graphs to record results and prepared and delivered presentations, training and briefings required by contract.
20. Improved profitability by [Number]% by significantly reducing full-time employee (FTE) hours, maximizing efficiency of new software.