1. Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
2. Devised solutions to operations issues related to [System] and [Software], working closely via phone, email, live chat and web teleconference.
3. Uploaded new software, rolled out updates and applied patches to [Type] servers upon release to thwart [Type] and [Type] threats from penetrating networks.
4. Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
5. Monitored systems in operation and input commands to troubleshoot areas such as [Type] and [Type].
6. Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
7. Configured hardware, devices and software to set up work stations for employees.
8. Patched software and installed new versions to eliminate security problems and protect data.
9. Documented all transactions and support interactions in system for future reference and addition to knowledge base.
10. Developed and tested new product offerings prior to release to assist development team in bug identification.
11. Collaborated with vendors to locate replacement components and resolve advanced problems.
12. Helped streamline repair processes and update procedures for support action consistency.
13. Upsold products and services to increase company revenue by [Number]% beyond [Timeframe] targets.
14. Executed various techniques, including [Technique] and [Technique] to maintain servers and systems, keeping networks fully operational during peak periods.
15. 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.
16. Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
17. Processed over [Number] support requests weekly for technical assistance on wide range of issues related to [Software] and [Software].
18. Increased sales by educating prospects on benefits of products and services in comparison to competitors.
19. Delivered technical sales presentations to prospects and presented benefits and value of products.
20. Retained existing clients and developed [Number] new accounts by extending high quality and efficient support service.