1. Delivered technical sales presentations to prospects and presented benefits and value of products.
2. Maintained inventory and upkeep for [Number] [Type] devices and computers.
3. Emphasized web etiquette and practical applications of technology for professional use.
4. Attended professional development technology courses to increase knowledge base and learn new information.
5. Planned and implemented curriculum to teach up-to-date technology to [Number] students.
6. Analyzed [Type] and [Type] issues to identify troubleshooting methods needed for quick remediation.
7. Upsold products and services to increase company revenue by [Number]% beyond [Timeframe] targets.
8. Configured hardware, devices and software to set up work stations for employees.
9. 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.
10. Patched software and installed new versions to eliminate security problems and protect data.
11. Developed and tested new product offerings prior to release to assist development team in bug identification.
12. Devised solutions to operations issues related to [System] and [Software], working closely via phone, email, live chat and web teleconference.
13. Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
14. Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
15. Executed various techniques, including [Technique] and [Technique] to maintain servers and systems, keeping networks fully operational during peak periods.
16. Retained existing clients and developed [Number] new accounts by extending high quality and efficient support service.
17. Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
18. Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes.
19. Uploaded new software, rolled out updates and applied patches to [Type] servers upon release to thwart [Type] and [Type] threats from penetrating networks.
20. Removed malware, ransomware and other threats from laptops and desktop systems.