1. Configured VoIP phones according to company standards.
2. Reviewed and recorded hardware inventories by documenting serial numbers and other specifics for accurate tracking.
3. Set up and updated equipment for customer use in line with company standards and procedures.
4. Created standardized protocols for documenting processes and technical tasks, enabling consistently repeatable results.
5. Delivered technical sales presentations to prospects and presented benefits and value of products.
6. Developed technical designs for customers, consultants and contractors.
7. Coordinated with systems partners to finalize designs and confirm requirements.
8. Provided continued maintenance and development of bug fixes and patch sets for existing web applications.
9. Led administration of [System], overseeing [Number] installations across multiple facilities.
10. Trained new hires on computer and [Software] use and company policies.
11. Served as primary interaction point for international users, employing fluency in [Language] to communicate effectively.
12. Developed schedule for software maintenance and updates.
13. Inspected ticket resolution performance, identifying areas of possible improvement and directing identified weaknesses to [Job title].
14. Designed company-wide [System] implementation strategy, prioritizing cost-effective upgrades and update schedules, producing [Result].
15. Relocated and configured desktop computer devices and phones to facilitate office moves and new employee workstations.
16. Managed setup and maintenance of workspace management solutions such as [Software] and [Software].
17. Documented and updated known fixes in knowledge base for future reference.
18. Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
19. Boosted network, system and data availability and integrity through preventative maintenance and upgrades.
20. Leveraged ticket tracking system to prioritize, track and document problem resolutions and notify customers of issue status.