1. Delivered technical sales presentations to prospects and presented benefits and value of products.
2. Provided continued maintenance and development of bug fixes and patch sets for existing web applications.
3. Coordinated with systems partners to finalize designs and confirm requirements.
4. Developed technical designs for customers, consultants and contractors.
5. Monitored systems in operation and input commands to troubleshoot areas such as [Type] and [Type].
6. Installed new or upgraded hardware and software and coordinated installation and follow-up with user to achieve customer satisfaction.
7. Patched software and installed new versions to eliminate security problems and protect data.
8. Identified scope of problem and provided operational and technical assistance to remedy.
9. Monitored network performance and provided network performance statistical reports for both real-time and historical measurements.
10. Configured hardware, devices and software to set up work stations for employees.
11. Executed various techniques, including [Technique] and [Technique] to maintain servers and systems, keeping networks fully operational during peak periods.
12. Aligned office departments and increased inter-department communication and data sharing.
13. Helped streamline repair processes and update procedures for support action consistency.
14. Troubleshot potential problems and eliminated before issues escalated or cascaded.
15. Leveraged ticket tracking system to prioritize, track and document problem resolutions and notify customers of issue status.
16. Maintained media presentation equipment and assisted end-users with conference room equipment setup and operation.
17. Designed Sharepoint master page and page layouts, serving as company's main Sharepoint support for all technical complications.
18. Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
19. Performed encryption, firewalls and patch management to implement and maintain system security.
20. Uploaded new software, rolled out updates and applied patches to [Type] servers upon release to thwart [Type] and [Type] threats from penetrating networks.