1. 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.
2. Devised solutions to operations issues related to [System] and [Software], working closely via phone, email, live chat and web teleconference.
3. Processed over [Number] support requests weekly for technical assistance on wide range of issues related to [Software] and [Software].
4. Monitored systems in operation and input commands to troubleshoot areas such as [Type] and [Type].
5. Configured hardware, devices and software to set up work stations for employees.
6. Teamed on hard push to resolve over [Number] support tickets resulting from failed rollout of new version of [Software], clearing entire queue within [Timeframe].
7. Identified potential [Type] sales and cross-selling opportunities in course of delivery of support services.
8. Developed and tested new product offerings prior to release to assist development team in bug identification.
9. Trained end-users of [Software] and [Software] on use, functionality and application to business problems.
10. Documented all transactions and support interactions in system for future reference and addition to knowledge base.
11. Assisted customers in identifying issues and explained solutions to restore service and functionality.
12. Installed, modified and repaired software and hardware to resolve technical issues.
13. Resolved issues with systems, hardware and telephones quickly and accurately.
14. Answered [Number] incoming calls from residential and small business customers on [Type] and [Type] products.
15. Provided Tier 1 IT support to non-technical internal users through desk side support services.
16. Used [Type] scripting skills to contribute to internal technical tools.
17. Identified and solved technical issues using variety of diagnostic tools and tactics.
18. Provided documentation on start-up, shut down and first-level troubleshooting of technical processes to support desk staff.
19. Removed malware, ransomware and other threats from laptops and desktop systems.
20. Activated accounts for clients interested in new services.