1. Increased sales by educating prospects on benefits of products and services in comparison to competitors.
2. Processed over [Number] support requests weekly for technical assistance on wide range of issues related to [Software] and [Software].
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. Analyzed [Type] and [Type] issues to identify troubleshooting methods needed for quick remediation.
5. Retained existing clients and developed [Number] new accounts by extending high quality and efficient support service.
6. Helped streamline repair processes and update procedures for support action consistency.
7. Collaborated with vendors to locate replacement components and resolve advanced problems.
8. Removed malware, ransomware and other threats from laptops and desktop systems.
9. Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
10. Explained technical information in clear terms to non-technical individuals to promote better understanding.
11. Developed and tested new product offerings prior to release to assist development team in bug identification.
12. Executed various techniques, including [Technique] and [Technique] to maintain servers and systems, keeping networks fully operational during peak periods.
13. Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
14. Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
15. Delivered technical sales presentations to prospects and presented benefits and value of products.
16. Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes.
17. Upsold products and services to increase company revenue by [Number]% beyond [Timeframe] targets.
18. Devised solutions to operations issues related to [System] and [Software], working closely via phone, email, live chat and web teleconference.
19. Monitored systems in operation and input commands to troubleshoot areas such as [Type] and [Type].
20. Documented all transactions and support interactions in system for future reference and addition to knowledge base.