1. Analyzed [Type] and [Type] issues to identify troubleshooting methods needed for quick remediation.
2. Monitored systems in operation and input commands to troubleshoot areas such as [Type] and [Type].
3. Helped streamline repair processes and update procedures for support action consistency.
4. 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.
5. Collaborated with vendors to locate replacement components and resolve advanced problems.
6. Developed and tested new product offerings prior to release to assist development team in bug identification.
7. Delivered technical sales presentations to prospects and presented benefits and value of products.
8. Uploaded new software, rolled out updates and applied patches to [Type] servers upon release to thwart [Type] and [Type] threats from penetrating networks.
9. Configured hardware, devices and software to set up work stations for employees.
10. Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
11. Executed various techniques, including [Technique] and [Technique] to maintain servers and systems, keeping networks fully operational during peak periods.
12. Upsold products and services to increase company revenue by [Number]% beyond [Timeframe] targets.
13. Retained existing clients and developed [Number] new accounts by extending high quality and efficient support service.
14. Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
15. Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
16. Explained technical information in clear terms to non-technical individuals to promote better understanding.
17. Documented all transactions and support interactions in system for future reference and addition to knowledge base.
18. Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
19. Patched software and installed new versions to eliminate security problems and protect data.
20. Processed over [Number] support requests weekly for technical assistance on wide range of issues related to [Software] and [Software].