1. Prepared technical responses to requests for quotes, assigning costs, timeframes and alternative solutions.
2. Undertook technical maintenance of various database systems, including [Type] and [Type].
3. Collected and monitored incoming data from sources such as remote sensors, third party vendors and visual inspection.
4. Boosted network, system and data availability and integrity through preventative maintenance and upgrades.
5. Designed and maintained consistent data collection protocols and standards across numerous databases and projects.
6. Analyzed [Type] and [Type] issues to identify troubleshooting methods needed for quick remediation.
7. Configured hardware, devices and software to set up work stations for employees.
8. Offered remote support for cloud-based and web-based clients via phone, email and chat.
9. Analyzed massive quantities of deep-dive information for [Industry] Big Data projects.
10. Monitored systems in operation and input commands to troubleshoot areas such as [Type] and [Type].
11. Helped streamline repair processes and update procedures for support action consistency.
12. Provided continued maintenance and development of bug fixes and patch sets for existing web applications.
13. Patched software and installed new versions to eliminate security problems and protect data.
14. Built application platform foundation to support migration from client-server product lines to enterprise architectures and services.
15. Collaborated with vendors to locate replacement components and resolve advanced problems.
16. Consulted with sales personnel to answer customer questions with statistical analyses presented in easily digestible formats.
17. Reduced response time for Tier [Number] support tickets by [Timeframe].
18. Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
19. Communicated technical findings via lay terminology to keep interdepartmental teams informed on vital developments.
20. Designed strategic plan for component development practices to support future projects.