1. Escalated and re-produced problem to internal development sources to reach solution.
2. Worked cross-functionally within organization and external partners, integrators and vendors.
3. Analyzed, troubleshot and diagnosed problems and provided prompt repair and solutions.
4. Educated prospects on product implementation and usage and answered technical and security questions.
5. Participated in client consultations and product capability demonstrations to support sales efforts.
6. Tested customer samples, designed testing concept and presented solutions to [Type] personnel.
7. Installed, configured and tested equipment on specialized platforms.
8. Developed and maintained broad knowledge of applications and industry activity to stay aware of trends, issues and competitions.
9. Engaged in first-level support for customers requiring routine support and troubleshooting.
10. Assisted [Type] team through preparation and delivery of technical presentations and statements of work by matching specific client business requirements with effective technical solutions.
11. Tested and checked performance of hardware and software programs.
12. Analyzed and evaluated performance and optimized efficiency.
13. Created relationships with key decision-makers and served as external technical spokesperson.
14. Provided customer feedback to [Job title] to facilitate project road map and relationship planning.
15. Drafted failure analysis reports in [Software] and prepared quotations for repair.
16. Guided various aspects of acquisition process, including due diligence, contracting and valuation.
17. Guided divestiture activities, drawing on deep understanding of various internal operational processes.
18. Performed periodic testing of all networks and systems.
19. Collaborated closely with upper management to drive strategy through development and implementation of new processes.
20. Developed, designed, deployed and integrated [Type] systems and networks.