1. Participated in client consultations and product capability demonstrations to support sales efforts.
2. Assisted [Type] team through preparation and delivery of technical presentations and statements of work by matching specific client business requirements with effective technical solutions.
3. Drafted failure analysis reports in [Software] and prepared quotations for repair.
4. Educated prospects on product implementation and usage and answered technical and security questions.
5. Analyzed, troubleshot and diagnosed problems and provided prompt repair and solutions.
6. Developed and maintained broad knowledge of applications and industry activity to stay aware of trends, issues and competitions.
7. Engaged in first-level support for customers requiring routine support and troubleshooting.
8. Worked cross-functionally within organization and external partners, integrators and vendors.
9. Escalated and re-produced problem to internal development sources to reach solution.
10. Installed, configured and tested equipment on specialized platforms.
11. Analyzed and evaluated performance and optimized efficiency.
12. Tested and checked performance of hardware and software programs.
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. Tested customer samples, designed testing concept and presented solutions to [Type] personnel.
16. Devised solutions to operations issues related to [System] and [Software], working closely via phone, email, live chat and web teleconference.
17. Increased sales by educating prospects on benefits of products and services in comparison to competitors.
18. Developed, designed, deployed and integrated [Type] systems and networks.
19. Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
20. Performed periodic testing of all networks and systems.