1. Escalated and re-produced problem to internal development sources to reach solution.
2. Educated prospects on product implementation and usage and answered technical and security questions.
3. Tested customer samples, designed testing concept and presented solutions to [Type] personnel.
4. Drafted failure analysis reports in [Software] and prepared quotations for repair.
5. Created relationships with key decision-makers and served as external technical spokesperson.
6. Worked cross-functionally within organization and external partners, integrators and vendors.
7. Analyzed, troubleshot and diagnosed problems and provided prompt repair and solutions.
8. Developed and maintained broad knowledge of applications and industry activity to stay aware of trends, issues and competitions.
9. Assisted [Type] team through preparation and delivery of technical presentations and statements of work by matching specific client business requirements with effective technical solutions.
10. Participated in client consultations and product capability demonstrations to support sales efforts.
11. Developed, designed, deployed and integrated [Type] systems and networks.
12. Performed periodic testing of all networks and systems.
13. Engaged in first-level support for customers requiring routine support and troubleshooting.
14. Provided customer feedback to [Job title] to facilitate project road map and relationship planning.
15. Installed, configured and tested equipment on specialized platforms.
16. Removed trash and recyclables at end of each shift and disposed of items in proper receptacles.
17. Used various equipment to remove snow and sprinkled rock salt on walkways to prevent falls.
18. Tested and checked performance of hardware and software programs.
19. Provided facility inspection and maintenance to achieve superior levels of cleanliness and upkeep.
20. Analyzed and evaluated performance and optimized efficiency.