1. Created relationships with key decision-makers and served as external technical spokesperson.
2. Worked cross-functionally within organization and external partners, integrators and vendors.
3. Escalated and re-produced problem to internal development sources to reach solution.
4. Developed and maintained broad knowledge of applications and industry activity to stay aware of trends, issues and competitions.
5. Installed, configured and tested equipment on specialized platforms.
6. Educated prospects on product implementation and usage and answered technical and security questions.
7. Analyzed, troubleshot and diagnosed problems and provided prompt repair and solutions.
8. Engaged in first-level support for customers requiring routine support and troubleshooting.
9. Participated in client consultations and product capability demonstrations to support sales efforts.
10. Tested customer samples, designed testing concept and presented solutions to [Type] personnel.
11. Performed periodic testing of all networks and systems.
12. Provided customer feedback to [Job title] to facilitate project road map and relationship planning.
13. Drafted failure analysis reports in [Software] and prepared quotations for repair.
14. Assisted [Type] team through preparation and delivery of technical presentations and statements of work by matching specific client business requirements with effective technical solutions.
15. Analyzed and evaluated performance and optimized efficiency.
16. Tossed all outdoor debris, including yard clippings into receptacles to properly maintain grounds.
17. Implemented preventive maintenance practices and upheld equipment guidelines to reduce downtime.
18. Developed, designed, deployed and integrated [Type] systems and networks.
19. Quickly responded to internal service calls regarding malfunctioning equipment and completed repairs effectively, improving overall employee satisfaction by [Number]%.
20. Tested and checked performance of hardware and software programs.