1. Participated in client consultations and product capability demonstrations to support sales efforts.
2. Escalated and re-produced problem to internal development sources to reach solution.
3. Worked cross-functionally within organization and external partners, integrators and vendors.
4. Engaged in first-level support for customers requiring routine support and troubleshooting.
5. Created relationships with key decision-makers and served as external technical spokesperson.
6. Analyzed, troubleshot and diagnosed problems and provided prompt repair and solutions.
7. Educated prospects on product implementation and usage and answered technical and security questions.
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. Drafted failure analysis reports in [Software] and prepared quotations for repair.
11. Tracked problematic system errors by implementing various user support tracking metrics.
12. Configured security settings and granted system access to groups and individuals.
13. Installed, configured and tested equipment on specialized platforms.
14. Monitored, tracked and prioritized new work requests at Help Desk within set response times.
15. Tested customer samples, designed testing concept and presented solutions to [Type] personnel.
16. Analyzed and managed software patches and versions necessary for successful operating system upgrades.
17. Administered comprehensive technical support to oversee functionality and productivity of [Number] employees.
18. Offered technical guidance and advised users of alternative approaches when troubleshooting.
19. Performed troubleshooting and maintenance of existing network systems.
20. Efficiently resolved myriad of technical issues concerning software installation and network connectivity.