1. Prepared various exhibits for attorneys for public meetings, zoning commission meetings and legal resolutions.
2. Authored best practices documentation for use in existing personnel training and new personnel onboarding processes.
3. Developed and provided technical solutions for day-to-day operations and long-range strategic planning of scheduling and finance system for users.
4. Presented business leaders with cost-benefit and return-on-investment estimations to drive project planning and execution.
5. Designed automated testing parameters to achieve ongoing system compliance with selected performance metrics.
6. Proctored both online and in-person technical training courses on [Skill], supporting client scales ranging from individuals to groups of [Number].
7. Provided [Type] and [Type] technical guidance and support to team members.
8. Implemented [Type] system upgrades and corrected setup problems.
9. Analyzed client business processes to propose optimal software applications for unique requirements.
10. Created detailed and accurate reports outlining [Type] information.
11. Collaborated with manufacturing personnel to develop workflow strategies, integrating staff concerns and desires to provide enhanced worker morale.
12. Developed technical requirement documentation for new software products compatible with [Type] platform.
13. Installed technical hardware and software in deskside support environment.
14. Gathered, organized and distributed technical documentation.
15. Used [Software] to create and update data-tracking files.
16. Implemented, tested and handled troubleshooting of surveillance systems comprised of security alarms, cameras and Internet connectivity.
17. Planned and conceived computer systems using information engineering, data modeling and structured analysis.
18. Monitored employee tasks, evaluating information processing and performance to gauge business functions and inefficiencies.
19. Evaluated training procedures for [Number] employees at [Company], designing improvements and alterations based on statistical feedback and observation.
20. Trained users in proper [Type] hardware and [Type] software use, resulting in [Number]% reduction in helpdesk calls.