
TECHNICAL SUPPORT EXECUTIVE RESUME

Summary:

An innovative and highly skilled Technical Support Executive offering support and solutions to customer queries, especially pertaining to Hardware, Systems Administration, Quality and Networking; excellent time management skills; proficient in computer skills; excellent organizational skills

Professional Experience:

Technical Support Executive January 2007 – present
ESPO Corporation, Chicago, IL

Responsibilities:

- Oversaw, maintained, and conducted troubleshooting methods with regards to issues in customer local area networks
- Performed preventative maintenance in accordance with department policies
- Installed applications software on the networks
- Maintained customer network documentation
- Created and maintained customers' directory structures, security rights and printer configurations
- Discussed software applications with customers to determine level of satisfaction and/or the need to modify software

Technical Support Executive May 2004 – December 2006
ESPO Corporation, Chicago, IL

Responsibilities:

- Conducted troubleshooting methods in customers' technical problems
- Maintained database of inventory of workstations and associated equipment
- Assisted in research and purchase of hardware and software
- Provided technical advice and assistance to customers concerning data communication equipment

Director of Customer Relations February 1999 – May 2004
ESPO Corporation, Chicago, IL

Responsibilities:

- Oversaw, maintained, and conducted troubleshooting methods with regards to issues in customer local area networks
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- Installed applications software on the networks
- Maintained customer network documentation
- Created and maintained customers' directory structures, security rights and printer configurations
- Discussed software applications with customers to determine level of satisfaction and/or the need to modify software

Technical Support Executive May 2004 – December 2006
ESPO Corporation, Chicago, IL

Education:

Associate Degree in Information Technology, Rice University, 1999
Bachelor of Science in Electrical Engineering, Rice University, 1994

Skills:

- Established Project Management Team Building & Leadership
 - Knowledgeable in Staffing & Budgeting Planning & Scheduling
 - Worked on Resource Planning & Allocation Multi-Project Administration
 - Knowledgeable in Product Development (Software, QA, Documentation)
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Awards and Affiliations:

Customer Service Association, Member
American Society of Technical Professionals, Member

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