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## Technical Support Specialist Resume

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### Job Objective

Looking for full time work as a Technical Support Specialist with the right company.

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### Summary of Qualifications:

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- Remarkable experience in Help Desk and technical Customer service
  - In-depth knowledge of Software, Hardware, networking, windows Mac and Linux OS
  - Strong knowledge of troubleshooting techniques on technical equipment
  - Familiarity with resolving remote connectivity issues, LAN/WAN, DNS, TCP/IP, and Web Services
  - Proficient in MS Outlook, Word, Excel and PowerPoint
  - Excellent communication and interpersonal skills
  - Strong troubleshooting skills
  - Ability to write routine reports and correspondence
  - Remarkable ability to analyze training needs, develop and conduct product training
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### Work Experience:

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Technical Support Specialist, May 2006 – Present  
SAIC, Phoenix, AZ

- Resolved the data flow issues between target systems.
- Identified problems and opportunities, and championed solutions.
- Investigated and resolved complex problems related to supported technologies.
- Ensured that incident and problem management processes and procedures are followed and adhered to standards.
- Developed and operated product and program management.
- Monitored application performance and assisted with technical support.

Technical Support Specialist, March 2003 – April 2006  
B/E Aerospace, Phoenix, AZ

- Installed, configured and troubleshoot different software applications.
  - Resolved user software and hardware issues.
  - Documented customer service issues to support technical fixes.
  - Participated in process improvement initiatives.
  - Adhered to processes to collect appropriate end user information.
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### Education:

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Bachelor's Degree in information Technology, West Liberty University, West Liberty, WV

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