

ISABELLA CLARK

Application Support Engineer



PROFESSIONAL SUMMARY

Detailing two years of application support experience, I excel in diagnosing and resolving software issues to enhance operational efficiency. Proficient in utilizing monitoring tools and collaborating with cross-functional teams, I ensure system reliability and exceptional user experiences. My commitment to continuous improvement drives me to implement effective solutions that elevate application performance.



WORK EXPERIENCE

Application Support Engineer

Apr / 2024-Ongoing

Pineapple Enterprises

■ Santa Monica, CA

- 1. Managed user accounts, performing creation, modification, and deletion tasks in line with security protocols.
- 2. Managed user access and permissions to ensure data security and
- 3. Monitored application performance and escalated outages or critical issues to relevant teams for prompt resolution.
- 4. Assisted in the implementation of monthly security updates to enhance system integrity.
- 5. Collaborated with development teams to resolve complex application issues effectively.
- 6. Conducted training sessions for new hires on application support processes.
- 7. Provided training and support to end-users on application functionalities and best practices.

APPLICATION SUPPORT ENGINEER

m Apr / 2023-Apr / 2024

Cactus Creek Solutions

₽ Phoenix, AZ

- 1. Delivered technical assistance to engineers across various sectors, enhancing their application experience.
- 2. Conducted training sessions for new users on application software, improving their proficiency and productivity.
- 3. Executed custom projects that supported software sales and facilitated client workshops effectively.
- 4. Interfaced with clients to gather requirements, manage expectations, and expand their software applications.
- 5. Supported simulations for diverse engineering projects, ensuring accurate results and client satisfaction.
- 6. Maintained relationships with over 30 companies, providing tailored application support to meet their unique needs.

EDUCATION

Bachelor of Science in Information Technology

Apr / 2022

Apr / 2023

University of Technology

耳 Seattle, WA

Focused on IT infrastructure management and application development.

- (123) 456 7899
- Los Angeles
- www.qwikresume.com

SKILLS

Application Monitoring Tools

Operating Systems Support

Service Level Agreements

Testing And Qa

Itil Framework Knowledge

Web Services Knowledge

INTERESTS

Scuba Diving

E-sports

🗪 Reading Fiction ខ Puzzle Solving

STRENGTHS

🖶 Stewardship

Teamwork

🗞 Tenacity

Vision

LANGUAGES



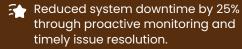


English

German

Italian

ACHIEVEMENTS



Improved user satisfaction ratings by 30% by streamlining support processes and enhancing communication.