



# WILLIAM PEREZ

## Client Support Engineer

✉ support@qwikresume.com  
☎ (123) 456 7899  
📍 Los Angeles  
🌐 www.qwikresume.com

### PROFESSIONAL SUMMARY

Dedicated Client Support Engineer with over 5 years of experience in providing exceptional technical support and solutions to clients. Proficient in troubleshooting complex issues, managing client relationships, and ensuring customer satisfaction. Strong communication skills and a passion for technology drive my ability to deliver effective support and enhance user experience.

### WORK EXPERIENCE

#### Client Support Engineer

📅 Apr / 2024–Ongoing

Maple Leaf Consulting

📍 Toronto, ON

1. Delivered technical support for Windows, Macintosh, and UNIX systems for diverse clients.
2. Provided on-site Level 2 and 3 support for workstations, laptops, and servers across multiple locations.
3. Communicated technical issues effectively to enhance customer understanding and satisfaction.
4. Documented all client interactions and technical issues in the CRM system for tracking purposes.
5. Managed escalations for complex cases, ensuring timely resolutions.
6. Followed up on reported incidents to maintain service quality and client satisfaction.
7. Collaborated with cross-functional teams to resolve client issues efficiently.

#### Client Support Engineer

📅 Apr / 2023–Apr / 2024

Summit Peak Industries

📍 Denver, CO

1. Conducted black and white box testing for software solutions, providing feedback to development teams.
2. Trained end-users on Judiciary Information Software, enhancing user competency.
3. Diagnosed and repaired Hewlett Packard printers, ensuring minimal downtime for clients.
4. Originated customer support tickets, managing the triage process for incoming requests.
5. Assisted in product testing for SunGard's VALDI, improving reporting accuracy.
6. Developed troubleshooting guides for common client issues to streamline support processes.

### EDUCATION

#### Bachelor of Science in Information Technology

📅 Apr / 2022 – Apr / 2023

University of Michigan

📍 Chicago, IL

Focused on technical support and system administration, equipping me with essential skills for client support roles.

### SKILLS

#### Client Relationship Management



#### Customer Relationship Management



#### Problem Solving



#### Time Management



#### Client Support Operations



#### Analytical Thinking



### INTERESTS

🤿 Scuba Diving

🎮 E-sports

📖 Reading Fiction

🧩 Puzzle Solving

### STRENGTHS

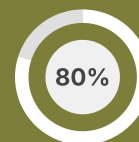
📋 Stewardship

👥 Teamwork

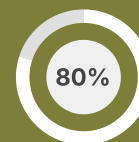
🔑 Tenacity

🏗 Vision

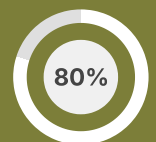
### LANGUAGES



English



Polish



Japanese

### ACHIEVEMENTS

🌟 Reduced average resolution time by 20% through efficient problem-solving.

🌟 Achieved a 95% customer satisfaction score based on feedback surveys.