

Director of Technical Support

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Objective

Business leader with proven success in driving global organizations, building strong customer relationships, and managing complex mission-critical implementations. Passionate and strongly focused on building customer experience through organizations by improving interaction across all teams, including development, sales, support, and services.

Skills

Auto Cad, Rhino, ShipWeight, Microsoft Office And Some Microsoft Projects.

Work Experience

Director of Technical Support

ABC Corporation - 2000 – 2007

- Managed global support organization with 2 direct reports and 35 global personnel which was part of a total organization of 100.
- Created and maintained a support organization that was repeatable and scalable, operated within defined service level objectives (SLO), and addressed the needs of all customers and distributors.
- Oversaw client relationships, profit and loss (P&L), and ongoing operations including management of policies, terms and conditions, personnel, and development of departmental reporting to senior management.
- Developed new reporting system to provide detailed feedback received by support relevant to all other company departments.
- Increased customer satisfaction by implementing Follow the Sun support organization across Asia Pacific, Americas, and Europe including the development of extended support offerings and contracts.
- Led the Integration and Acquisition Team for Telelogic Support in the move to IBM Support.
- Increased customer first touch experience by delivering new knowledge management system (KNOVA) Drove increased relative content to knowledge system by 40% by creating content gap report of requested knowledge from website compared to report support cases Increased support margins by delivering new knowledge system (KNOVA) under budget and ahead of schedule.

Director of Technical Support

Delta Corporation - 1979 – 1983

- Responsible for the customer service department for four vertical markets Healthcare, Credit Union, Government and Commercial; including all .
- This position demanded a comprehensive developer level understanding of the applications design/deploy concepts and ongoing maintenance and service .
- Investigated new technologies/products as needed and brought them to the forefront to determine the viability of such technologies as required to .
- Provided hands-on support for faculty of the College of Arts and Sciences in a variety of microcomputer applications.
- Assisted in strategic planning and grants development for the college Conducted informational seminars in microcomputer applications for its faculty.

- Responsible for overseeing and introducing new technology in multiple sites (9), trouble shooting, training, continuous improvement, lean.
- Vice President of Tech Services.

Education

BA