

# Robert Smith

## Director of Technical Support

### **CONTACT DETAILS**

1737 Marshville Road,  
Alabama  
(123)-456-7899  
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[www.qwikresume.com](http://www.qwikresume.com)

### **PERSONAL STATEMENT**

Mentoring online students in their content area. Responding to student inquiries about content and related concerns by adapting to student schedules, learning styles and communication modes Provide high-quality learning opportunities for students, conducting online lectures Focus on teaching student's competencies (not just on task completion).

### **SKILLS**

Experienced Competent  
Logical Personable  
Approachable Honest  
Dependable Resourceful  
Ambitious Risk Taker  
Accountable Flexible.

### **WORK EXPERIENCE**

#### **Director of Technical Support** **ABC Corporation - January 2015 - 2021**

##### *Responsibilities:*

- Led a multinational support team in 2 countries across 9 time zones.
- Selected the platform for technical support to use for ticket tracking Filled in as a customer service manager while one person transitioned to sales and we hired a replacement Run and analyze daily financial reports to ensure the billing system is operating correctly.
- Selected, updated and deleted data in the Microsoft SQL database as needed.
- Oversaw operations of recent acquisition of established childcare software company.
- Wrote documentation of new features for the development team.
- Interviewed center owners, directors, teachers and parents to determine the future path of the products.
- Met with community leaders and represented the associations interests at local chamber of commerce meetings.

### **LANGUAGES**

English (Native)  
French (Professional)  
Spanish (Professional)

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

#### **Director of Technical Support** **Delta Corporation - 2011 - 2015**

##### *Responsibilities:*

- Director of Technical Support Daily technical support for clients throughout the USA and Canada via phone, email and interoffice conferences.
- Responsible for web based training of all new and existing clients as well as coordinating venues for training conferences.
- Create graphics and mini-web sites within each parent site for advertisers.
- Project Manager for new membership database contract o Analyzed and edited Request for Proposals (RFP) and Technical Performance Specification (TPS) .
- Increased computer network reliability by 30% after replacing network service and maintenance provider with certified contractor resulting in .
- Helped implement technical support department and supervised all aspects of technical support Public School Teaching and Administrative, Director of .
- Managed the technical support and customer service organization of a RAID based network storage product Customized the open source CRM software to .

### **REFERENCES**

Reference - 1 (Company Name)  
Reference - 2 (Company Name)

## **Education**

MS