



EVELYN WHITE

Field Support Technician

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PROFESSIONAL SUMMARY

Dynamic Field Support Technician with 7 years of experience in troubleshooting, maintaining, and repairing diverse technical systems. Proven ability to enhance operational efficiency and client satisfaction through effective problem-solving and communication. Passionate about delivering top-tier customer service and fostering collaborative relationships to drive success.

WORK EXPERIENCE

Field Support Technician Apr / 2020-Ongoing
Quantum Solutions LLC Phoenix, AZ

- Executed point-of-sale installations and configurations, ensuring seamless operations for retail clients.
- Utilized SQL databases for data management, improving reporting accuracy and efficiency.
- Provided expert consulting to clients, resolving complex scenarios in the aggregate and asphalt industries.
- Conducted workflow assessments and delivered tailored demonstrations of software modules to enhance client experience.
- Created comprehensive documentation for support teams, facilitating knowledge transfer and future implementations.
- Troubleshoot and resolved hardware issues, including workstations, printers, and RFID terminals, ensuring minimal downtime.
- Guided clients through software usage, addressing network connectivity and data entry discrepancies.

Field Support Technician Apr / 2018-Apr / 2020
Cactus Creek Solutions Phoenix, AZ

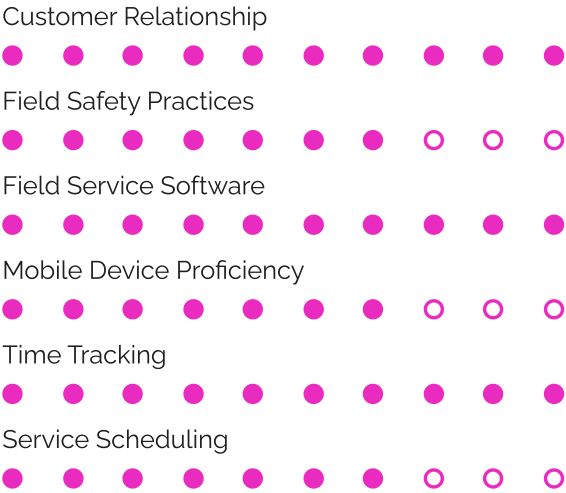
- Evaluated and tested hardware and software, successfully performing upgrades to enhance system performance.
- Assisted in server configuration and deployment, ensuring robust IT infrastructure for clients.
- Collaborated on planning software and hardware upgrades, aligning with client needs and technology advancements.
- Supported field operations with Kiosks, POS systems, and various hardware for major retail and healthcare clients.
- Managed the deployment of computers and peripherals, overseeing setup, configuration, and troubleshooting.
- Responded rapidly to client support tickets, coordinating hardware installations and technical assistance.

EDUCATION

Associate of Applied Science in Information Technology Apr / 2016 - Apr / 2018
Tech University Portland, OR

Focused on technical support, system maintenance, and network management.

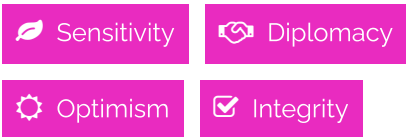
SKILLS



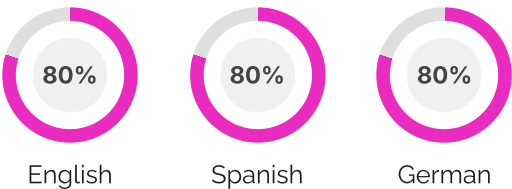
INTERESTS

- Reading Fiction Astronomy
- Music Blogging

STRENGTHS



LANGUAGES



ACHIEVEMENTS

- Reduced equipment downtime by 30% through proactive maintenance and swift troubleshooting.
- Implemented a new ticketing system that improved response time by 25%.
- Developed user manuals that enhanced customer understanding and reduced support requests by 15%.