

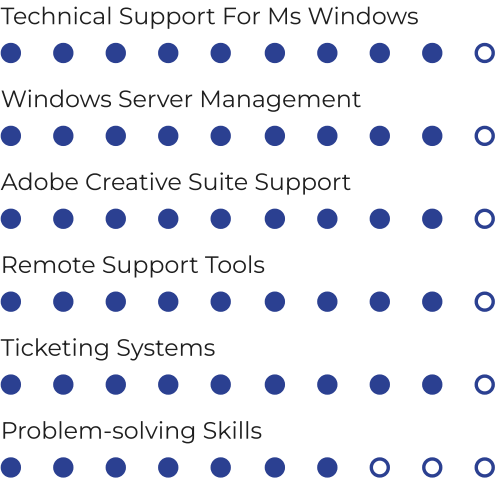


HARPER LEWIS

Customer Service Software Support Technician

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Los Angeles
www.qwikresume.com

SKILLS



INTERESTS

DIY Projects Crafting

Meditation History

STRENGTHS

Humility Innovation

Insightfulness Integrity

LANGUAGES



ACHIEVEMENTS

- Resolved over 95% of technical issues on first contact, significantly improving customer satisfaction.
- Developed a user-friendly troubleshooting guide that reduced average resolution time by 20%.

PROFESSIONAL SUMMARY

Enthusiastic Customer Service Software Support Technician with 2 years of experience in providing technical assistance and troubleshooting software issues. Proven ability to enhance user satisfaction through effective communication and timely solutions. Looking forward to applying my analytical skills and customer-centric approach to support a dedicated team.

WORK EXPERIENCE

Customer Service Software Support Technician Apr / 2024-Ongoing
Maple Leaf Consulting Toronto, ON

- Delivered comprehensive end-user support, addressing issues related to hardware and software via remote and onsite assistance.
- Collaborated with network administrators to ensure optimal performance of networking hardware and software.
- Installed and configured software and hardware for new and existing user workstations, managing orders effectively.
- Maintained user access and security through Active Directory management.
- Monitored backup processes on various systems, ensuring data integrity and availability.
- Provided solutions through web meetings, issue reproduction, and SQL code analysis.
- Assisted users with troubleshooting and resolving technical issues across various platforms.

Software Support Technician Apr / 2023-Apr / 2024
Silver Lake Enterprises Seattle, WA

- Supported clients with Learning Management Systems (LMS), troubleshooting software and hardware issues efficiently.
- Managed help desk tickets and maintained a detailed database of repairs and software notes.
- Oversaw installation and support for financial and recreation database software, ensuring seamless upgrades.
- Facilitated the use of Homecare software applications, assisting users with Point of Care components.
- Engaged with customers and development teams to identify and resolve technical concerns efficiently.
- Designed dynamic forms for OASIS assessments to streamline data collection.

EDUCATION

Associate of Applied Science in Information Technology Apr / 2022 Apr / 2023
Tech University Denver, CO

Focused on technical support, network management, and software troubleshooting.