# Software Support Technician

# ROBERT SMITH

Phone: (123) 456 78 99
Email: info@qwikresume.com
Website: www.qwikresume.com
LinkedIn: linkedin.com/qwikresume
Address: 1737 Marshville Road, Alabama

## Objective

To obtain a secure and challenging Software Support Technician position with a stable and growing company where my skills and knowledge will be utilized.

## Skills

Microsoft Office, Technical Skills, Problem Solving Skills.

## Work Experience

### Software Support Technician

**ABC Corporation** - July 1988 – April 1991

- Developed procedural documents for rebuilding software switches.
- Researched Change Requests to verify that software is error-free.
- Interacted with customers to verify that all requested Software is included in packaged s/w (Loads), and wherever there were problems that needed to be resolved to assure customer satisfaction.
- Participated in meetings with the customers, managers, and developers.
- Determined software to meet user requirements
- Managed required supplies for printers
- Installed software, patched, and updated on desktops, laptops & personal devices

### Software Support Technician

**Delta Corporation** - 1995 – 2000

- Provided software support for all Leading Edge PC products, including written and telephone inquiries from end-users & dealers.
- Investigated and resolved related problems.
- Responsible for receiving inbound customer calls and providing assistance to customers utilizing medical practice management software.
- Possess the following customer service skills to properly perform routine help desk responsibilities.
- Fielding inbound support emails, chats, and phone calls simultaneously Responding to all support tickets according to SLAs.
- Assisted users on a proprietary software package used to manage irrigation of golf courses and hardware related issues.
- Encouraged and support the [company name] philosophy and work ethic for Hunger, Heart, and Harmony as displayed in daily attitude, performance, and eagerness to take on new challenges.

## Education

High School Diploma - August 2003(Cedar Valley College)

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