ETHAN MARTINEZ

System Support Representative

✉ support@qwikresume.com 📞 (123) 456 7899 📍 Los Angeles
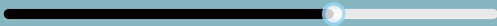
🌐 www.qwikresume.com

SKILLS

Change Management

System Upgrades

Mobile Device Support

Asset Management

Help Desk Support

Disaster Recovery Planning

INTERESTS

★ Surfing 🌐 Martial Arts

👥 Community Service 👥 Blogging

STRENGTHS

⏳ Patience 🔺 Perseverance

📅 Planning ⚙ Positivity

LANGUAGES

English Spanish Polish

ACHIEVEMENTS

★ Resolved over 95% of support tickets on first contact, enhancing customer satisfaction ratings.

★ Implemented a new documentation system that reduced training time for new staff by 30%.

PROFESSIONAL SUMMARY

Detail-oriented System Support Representative with over 5 years of experience in troubleshooting and resolving technical issues. Proficient in providing exceptional customer service and support for software and hardware systems. Strong analytical skills and a commitment to improving system performance and user satisfaction. Adept at collaborating with cross-functional teams to enhance system functionality and user experience.

WORK EXPERIENCE

System Support Representative

📅 Mar / 2018-Ongoing

Pineapple Enterprises

📍 Santa Monica, CA

1. Provided technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
2. Collaborated with sales and technical teams to develop comprehensive needs analyses for clients, enhancing service delivery.
3. Created and implemented technical training guidelines for staff, improving their ability to diagnose and repair advanced system issues.
4. Managed the scheduling of field service efforts, ensuring timely support for clients experiencing system failures.
5. Delivered exceptional customer service for approximately 100 calls daily, consistently exceeding performance metrics.
6. Worked collaboratively with team members to resolve inquiries, fostering a supportive work environment.
7. Maintained accurate customer profiles and service records within the support management system.

System Support Representative

📅 Mar / 2015-Mar / 2018

Cactus Creek Solutions

📍 Phoenix, AZ

1. Executed a refresh project for Dow Chemical, installing and configuring IBM ThinkPad T40 machines across multiple sites.
2. Managed the Visteon Corporation refresh project, ensuring seamless upgrades across all plants and office locations.
3. Facilitated file transfers between Windows and UNIX platforms, enhancing data accessibility for users.
4. Supported installation and configuration of Windows NT, Windows 2000, and Microsoft Exchange servers, streamlining operations.
5. Maintained primary NetWare 3.12 network and SQL applications, ensuring stable and efficient performance.
6. Developed and executed batch files for data transfer, improving overall system functionality.