

Objective

A very dependable, motivated, experienced and personable I.T. business professional, with a wide variety of technical, business analyst and organisational skills. I have experience providing effective and comprehensive training and technical writing, including Disaster Recovery Plans (DRP), software documentation, end user support, migrations, go lives, roll-outs, and upgrades for large and small companies in a variety of business industries.

Skills

Problem Solving, Strategy, Creativity, Research, Leadership.

Work Experience

Technical Service Advisor

ABC Corporation - 2008 – 2009

- Trained internal employees and field service technician customers in 2 & 3 day long classroom courses.
- Promoted to Technical Service Advisor (T.S.A.) Supervisor after only eleven months of employment.
- Rapidly learned and mastered three new highly technical variable frequency drive based product lines.
- Administered site, managed and maintained equipment, and provided technical support to customers on their phone or email.
- Provided technical support to the company's product teams, partners and other business units.
- Provided regular technical updates on new features and improvements of existing products.
- Worked with Product Marketing & Engineering to communicate product updates and new features through blogs, social media, press releases, etc.

Technical Service Advisor

Delta Corporation - 2005 – 2006

- Work with both individual and business consumers; to realise their full potential through accelerated adoption and productive use of Microsoft .
- Develop a system to troubleshoot and provide timely resolution to all customer software and hardware issues Maintain an elite level of product .
- Power Tech Engine Distributor; Warranty Technician, technical support and OEM technician trainer.
- Responsible for all technical support issues for service engineers and customers of all Lieberman earth moving machines.
- Present expert knowledge with total solution offerings and identify complex repair situations.
- Analyse and diagnose computer issues and determine appropriate action.
- Conducting hands-on training and creating course information.

Education

GED