

Junior Technical Support

ROBERT SMITH

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Objective

A reliable and friendly Junior Technical Support who quickly learns and masters new concepts and skills. Passionate about helping customers and creating a satisfying experience. Seeks a position of increased responsibility and authority. Detail-oriented, organized and extensively trained in spreadsheets, transcription, word processing, power point, and desktop publishing. Billing and payment processing expertise with 60 WPM typing speed. Highly effective at handling confidential information and identifying system improvements with ease.

Skills

Workday Studio, EIB, Cloud Connectors For HR, Benefits, Payroll, Document Transformation, C, Java, Apex, Visualforce Page, HTML, XML, CSS, JavaScript, JQuery

Work Experience

Junior Technical Support

ABC Corporation - August 2016 - April 2019

- Supported the integrations developed on post-go-live and coordinated in performing unit testing and integration testing.
- Worked with team to configure and test integrations between the workday solution and the clients selected payroll and benefits providers.
- Involved in building and modifying inbound integration using different transactions like hire, terminate, and compensation changes, etc.
- Created active directory integration to send the new hire and worker change information to vendors.
- Integrated workday with external vendor software and across multiple third parties and clients.
- Configured workday security roles and groups to the required level of confidentiality and segregation of duties review and development of high-level technical designs for conversion programs.
- Developed testing strategies and verification scenarios along with project scope and requirements documents worked as support analyst dealing with defect tickets and providing quality solutions within the assigned time frame.

Technical Support Intern

ABC Corporation - November 2015 - August 2016

- Created incident tickets for tracking of clients computer/software and hardware issues.
- Responsible for taking inbound calls directed from the queue.
- Responsible for creating and noting an incident ticket for each call.
- Responsible for reviewing reported issues and answering client questions.
- Maintained department standards. Completed special projects as assigned.
- Performed other duties as assigned by manager or management.
- This is Dummy Description data, Replace with job description relevant to your current role.

Education

Bachelors in Computer Science - 2014 (Osmania University)A.S. in Computer Science - (Finger Lakes Community College)