ROBERT SMITH

Technical Support Officer

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Technical Support Officer with 2+ years of experience in Troubleshooting problems with equipment for resellers and end-users, Assisting customers to the best of their ability to obtain technical information needed to be satisfied with the performance of their air compressor, and/or dryer.

CORE COMPETENCIES

Management, Multitasking, Supporting.

PROFESSIONAL EXPERIENCE

Technical Support Officer

ABC Corporation - May 2009 – March 2009

Key Deliverables:

- Granting RORW access to the shared folders.
- Deploying software to user workstations through SCCM.
- Helping users in configuring email clients and Blackberry.
- Trained employees to use PCs, and software packages (dBase III Plus, Lotus 1-2-3, WordPerfect, DisplayWrite, MultiMate, Sidekick, ProComm Plus, DOS).
- Developed programs to download information from mainframe systems to generate reports on stand-alone PCs.
- Wrote software manuals, to facilitate the usage of the in-house developed software.
- Managed Electro Acoustics’ maintenance program (Service Relationship Plan, or SRP).

Technical Support Officer

Delta Corporation - 2004 – 2009

Key Deliverables:

- Troubleshoot technical problems for British Telecom broadband customers in the UK.
- Troubleshooting AT&T network and resolve client-related issues resolving internet, phone, television, and wireless network.
- Assisted BT and small office users (SOHO) in configuring dial-up, DSL, broadband wireless, and cable modems that used T1.
- Configured email clients using post office protocol (POP), SMTP, IMAP, and webmails for the users.
- Assisted users in using different browsers like IE, safari, and thunderbird to access their emails in both Windows and MAC Operating Systems.
- Documented and implemented the troubleshooting procedures.

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- Business Unit HCL BPO Designation Technical Support Officer Client British Telecom (BT) Roles To troubleshoot the problems faced by the customers.

EDUCATION

Diploma - (SRM University - Chennai, Tamil Nadu)

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