HARPER LEWIS
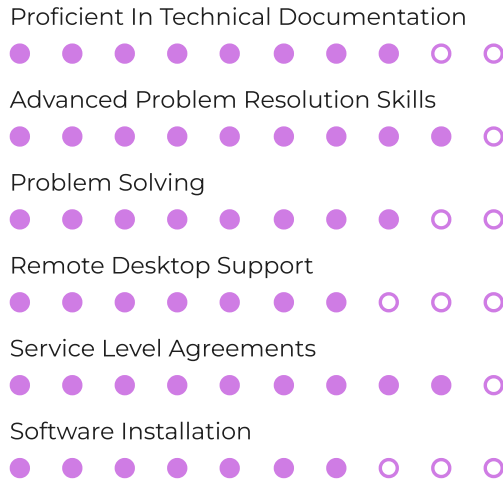## Technical Support Professional - Engineer

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

SKILLS

Proficient In Technical Documentation

● ● ● ● ● ● ● ● ○ ○

Advanced Problem Resolution Skills

● ● ● ● ● ● ● ● ● ○

Problem Solving

● ● ● ● ● ● ● ● ○ ○

Remote Desktop Support

● ● ● ● ● ● ● ○ ○ ○

Service Level Agreements

● ● ● ● ● ● ● ● ● ○

Software Installation

● ● ● ● ● ● ● ● ○ ○ ○

INTERESTS

📝 Birdwatching   🔭 Traveling

💼 Sports Coaching 🏆 Knitting

STRENGTHS

🔨 Pragmatism   🍃 Sensitivity

♡ Sincerity   ⚓ Stability

LANGUAGES

English   Japanese   French

ACHIEVEMENTS

⭐ Reduced average resolution time by 30% through streamlined troubleshooting processes.

⭐ Achieved a customer satisfaction rating of 95% through effective support and communication.

PROFESSIONAL SUMMARY

Accomplished Technical Support Professional with 7 years of extensive experience in diagnosing complex technical issues and delivering high-quality customer support. Proven ability to enhance operational efficiency and user satisfaction through effective troubleshooting and communication. Committed to fostering collaborative solutions and driving success in fast-paced environments.

WORK EXPERIENCE

Technical Support Professional - Engineer
📅 Mar / 2021-Ongoing

Pineapple Enterprises
📍 Santa Monica, CA

1. Diagnosed and resolved technical issues for clients, ensuring minimal downtime and high satisfaction.
2. Conducted remote troubleshooting and provided detailed guidance for installation and configuration.
3. Utilized exceptional communication skills to clarify technical concepts to non-technical users.
4. Collaborated with cross-functional teams to enhance service delivery and problem resolution.
5. Documented technical processes and user interactions to improve future support efforts.
6. Identified recurring issues and proposed solutions to enhance system performance.
7. Maintained updated knowledge of industry trends and product updates to provide informed support.

Technical Support Professional
📅 Mar / 2018-Mar / 2021

Summit Peak Industries
📍 Denver, CO

1. Provided exemplary technical support via phone and chat, resolving 80% of issues on first contact.
2. Maintained expertise in company products to offer effective troubleshooting and solutions.
3. Utilized diagnostic tools and resources to identify and resolve user issues efficiently.
4. Demonstrated leadership by mentoring peers and promoting best practices within the team.
5. Ensured compliance with quality standards to meet and exceed customer expectations.
6. Tracked and documented all interactions in ticketing systems for accurate reporting.

EDUCATION

Bachelor of Science in Information Technology
📅 Mar / 2015 - Mar / 2018

University of Technology
📍 Phoenix, AZ

Focused on system administration, networking, and technical support methodologies.