
Blackberry Support Resume

Job Objective

Seeking a position as Blackberry Support in an organization where I can apply my experience and efficiently contribute to the company's growth.

Summary of Qualifications:

- Profound knowledge of BlackBerry Enterprise Server architecture and functionality
 - Programming knowledge of HTML and XML
 - Exceptional ability to adapt to new development processes and changing business requirements
 - Immense ability to work with cross functional groups to debug and troubleshoot systems issues
 - Excellent communication and inter-personal skills
 - Ability to communicate effectively both verbally and in writing
 - Ability to provide flexible and adaptable work schedules
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Work Experience:

Mobile Support, August 2005 – Present
Research In Motion, Irving, TX

- Created rapid prototyping of mobile in association with product and marketing development teams Development of User Interfaces.
- Promoted and positioned Blackberry Enterprise Server (BES) and Blackberry technical support.
- Resolved issues of the customers by communicating to the appropriate level and fixing them.
- Worked with developers to set standards and define best practices for coding and design.
- Adhered to work schedules and maintained call quality standards to meet customer expectations.

Mobile Support, May 2000 – July 2005
Beam Corporation, San Antonio, TX

- Communicated with select customers, the technical teams and the Escalation Managers to present resolution of escalated issues to satisfy all parties.
 - Provided customer communication to the authorized level of understanding to assure a successful outcome.
 - Analyzed and made recommendations to better assess, assist and meet the needs of external and internal clients.
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Education:

Bachelor's Degree in Information Technology, Wesley College, Delaware, DE

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