

---

## **Dell Technical Support Resume**

---

### **Job Objective**

---

Seeking a job within Dell Inc. as Technical Support.

---

### **Summary of Qualifications:**

---

- Working knowledge of Dell's remote server software
  - In-depth knowledge of Dell's product line, current industry products and technologies
  - Extensive knowledge in computer Hardware and Windows Operating systems
  - Excellent Customer Service and interpersonal skills
  - Excellent written and oral communication skills
- 

### **Work Experience:**

---

Computer Technical Support, August 2005 – Present  
Zebronix, Inc., Bloomfield Township, MI

- Provided telephone diagnostic technical support of software.
- Resolved problems and provided solutions for technical and service issues.
- Provided guidance and online maintenance for the customers on the phone.
- Utilized troubleshooting techniques and identified products that are defective and adhered to guidelines in issuing service calls and contacts.
- Arranged and scheduled work based on time and complexity requirements, exercised sensitivity to due process and proper pacing.

Computer Technical Support, May 2000 – July 2005  
Dream Corporation, Bloomfield Township, MI

- Documented problems in the support solution database for implementation of solution.
  - Maintained personal computers and peripherals using available tools and provided first-level support on basic operational.
  - Established efficient relation ship with customers.
- 

### **Education:**

---

Bachelor's Degree in Network Security, Fuller Theological Seminary, California, CA

---

[Build your Resume Now](#)