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## Dell Technical Support Resume

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### Job Objective

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Seeking a job within Dell Inc. as Technical Support.

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### Summary of Qualifications:

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- 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
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### Work Experience:

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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 relationship with customers.
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### Education:

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

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