
Developer Support Engineer Resume

Job Objective

Seeking a career opportunity as a Developer Support Engineer within the company which will help me while also helping the company to grow, due to my past experience in the field.

Summary of Qualifications:

- Admirable experience working as an engineer for product development
 - Skilled in Writing code samples, tutorials, and technical code for the customer development team
 - Remarkable ability to meet the requirements of the customers
 - Proficient in using the database management structures and data structures
 - Expertise in providing technical support
 - Ability to resolve problem by identifying the fault in the product
 - Skilled to understand the working of the Windows and Linux platforms
 - Exceptional skills to work on Oracle and SQL platforms
 - Expertise in Microsoft Visual Studio 2003
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Work Experience:

Developer Support Engineer, August 2005 – Present
Amazon, San Jose, CA

- Answered and resolved all customer queries with the help of the phone, live chat and email facility.
- Performed troubleshoot on the technical problems with the help of Infragistics products.
- Handled the bugs that were reported by the customer.
- Assisted other departments in designing small projects.
- Prepared coded samples for the customers and maintained a report for the same.
- Provided ideas and initiated new products, provided inputs for improved services and product efficiency.

Developer Support Engineer, May 2000 – July 2005
Palantir Technologies, San Jose, CA

- Provided technical support to the customers though phone and email.
 - Performed troubleshoot and reviewed all complex codes.
 - Greeted all customers in a pleasant manner and resolved their queries.
 - Maintained a record of all the customer problems and request in the Palantir ticket tracking system.
 - Proofed the product and provided recommendations for product improvement.
 - Coordinated with the other teams and participated in various projects.
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Education:

Bachelor's Degree in Computer Science, Nazareth College, Rochester, NY

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