
ESCALATION SUPPORT ENGINEER RESUME

Objective:

To provide quality service to customers from different countries in solving technical issues. My vast and extensive understanding in various web technologies and customer relationship will greatly help in achieving the company's goals in establishing good relationship with high profile clients.

Education:

Indiana University, Bloomington
Diploma in Computer Science, 1995

Skills:

- Expert in Connectivity and Hardware (routers, switch, LAN, WAN)
 - Over 12 years experience in the IT industry
 - Exceptional Relationship and Analytical skills
 - Ability to solve critical problems under time constraints
 - Effective Oral and written communication s/kills
 - Windows NT/2000/2003 Server, Norton Antivirus, Symantec,
 - MS Word, Excel, Power point
 - Switching Technologies: VLAN, , HSRP, Ether Channel, , SVI,
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Professional Experience:

- Escalation Support Engineer, 2007-Present
 - AA Business, Lake Wales
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Responsibilities:

- Provided technical support to worldwide customers 10 hrs/day regarding Connectivity & Hardware: Cisco routers, switches, Ethernet, Fast Ethernet, WAN, LAN, TCP/IP.
 - Handled and managed complex and critical customer issues.
 - Trained new costumer support representatives in handling irate customers and other technical issues.

 - Software QA Engineer, 2002-2007
 - KKK Company, Lake Wales
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Responsibilities:

- Performed various types of software project management using Test Director.
 - Worked on Perl Script to automate test plans and test cases.
 - Developed software innovations to curtail and prevent computer virus attacks.

 - Escalation Customer Support Representative, 1998-2002
 - Call Center Hub XX, Lake Wales
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 - Software QA Engineer, 2002-2007
 - KKK Company, Lake Wales
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Certifications and Affiliations:

CISCO Certified Network Associate (CCNA)
Certified in Customer Service
Certification of Software Testing Professionals
