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## HP Support Resume

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### Job Objective

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Seeking a position as HP Support in a reputable company that permits me to utilize my education and training for the development of the company.

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### Highlights of Qualifications:

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- Profound knowledge of basic enhanced products, solution and service offerings
  - Ability to research and share service-related information with account teams and customers
  - Excellent trouble shooting and project management skills
  - Ability to work in a team environment, which may be local, global, and virtual
  - Excellent written and oral communication skills
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### Professional Experience:

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HP Support  
HP – Cupertino, CA  
August 2005 – Present

- Guided the use and acquisition of software and protected information by developing standards.
- Changed present databases and database management systems.
- Corrected errors and made modifications by testing programs and databases.
- Developed data model describing data elements and use, following procedures.
- Selected and entered codes to examine database performance.
- Identified and observed industry trends in database systems.

HP Support  
HP – Topeka, KS  
May 2000 – July 2005

- Specified identifiers of database to management system.
  - Answered users' inquiries related to computer software and hardware operation.
  - Maintained daily record of data communication transactions.
  - Updated and communicated with users about problem progress.
  - Coordinated deployment of workstation software, communications services and equipment.
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### Education:

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Bachelor of Computer Science  
Wittenberg University, Ohio, OH

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