Product Support Specialist Resume

Job Objective

To help the company grow and expand using my experience as Product Support Specialist. Years of experience in the field helps me to improve and to help the business grow and advance.

Highlights of Qualifications:

- Hands on experience in dealing with customers and performed troubleshoot on software and hardware problems
- Sound knowledge of system network for software
- Deep knowledge of RF networks and protocols
- Remarkable ability to interpret various technical questions
- Exceptional ability to work independently
- Good communication skills in both oral and written forms
- Skilled to analyze and resolve all problems

Professional Experience:

Product Support Specialist
Activant Solutions Inc., New York, NY
May 2006 – Present

- Provided product support to various customers and resolved technical issues with help of electronic mediums.
- Analyzed software issues and resolved all software problems.
- Performed research on various recurring problems and assisted in finding root cause.
- Managed all customer issues and escalated all problems to clinical management.
- Documented resolution for calls and emails and provided development support.
- Coordinated with professional services and managed transition of clients for product support.
- Assisted in performing troubleshoot and provided technical support for teams.

Product Support Specialist
Linedata Services, New York, NY
March 2003 – April 2006

- Provided support to sales representatives and performed work.
- Assisted work of assigned products and provided expert product knowledge.
- Managed all customer expectation and assisted in exceeding expectations.
- Coordinated with product management and maintained knowledge of all current information for quick access.
- Administered all salesperson problems and assisted in its resolution.
- Collaborated with central data and ensured appropriate product descriptions.

Education:

Bachelor's Degree in Business Administration
Odessa College, Odessa, TX

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