
Production Support Resume

Job Objective

Seeking a position as Production Support in highly reputed and professional organization.

Summary of Qualifications:

- Remarkable experience in trouble-shooting and repairing complex mechanical equipment
 - Skilled in monitoring and fixing electric and mechanical issue in a production environment
 - In depth knowledge of Microsoft Office suite and standard business applications
 - Ability to build and enhance Customer relationships
 - Sound knowledge of application testing principles, and configuration management processes
 - Excellent problem solving and critical analysis skills
 - Strong written and verbal communication skills
 - Great ability to classify technical problem over phone and formulate a solution
-

Work Experience:

Production Support, August 2005 – Present
Time Warner, Springfield, MO

- Provided in-depth analysis to resolve production and application issues.
- Provided a concrete explanation of resolutions to issues, inquiries and requests.
- Managed to works in group and independently on side projects.
- Provided feedback and developed production support standards and policies.
- Analyzed production support related issues, inquiries and requests.

Production Support, May 2000 – July 2005
Cox Communications, Springfield, MO

- Troubleshoot problems involving timeliness of services.
 - Communicated technical and non-technical information.
 - Provided production support by documenting tickets and communicating with customer and vendor.
 - Resolved system issues on own and collaborated with IT team members.
 - Supported tactical and strategic goals of the IT Production Support Team.
 - Ensured compliance with structured Project Delivery Process.
-

Education:

Bachelor's Degree in Information Technology, Garrett-Evangelical Theological Seminary, Illinois, IL

[Build your Resume Now](#)