
Remote Desktop Support Resume

Job Objective

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

Summary of Qualifications:

- Profound experience in remote hardware troubleshooting and software installations
 - Sound knowledge of working with client server implementations
 - Familiarity with Laptop and peripherals, Win XP & 7
 - Proficient in MS Office Suite 2007 & 2010 including Outlook, Exchange 2007, SharePoint 2007, Anti-Virus and remote desktop tools
 - Strong interpersonal, analytical and problem solving skills
 - Excellent communication skills
 - Profound ability to work in a team environment or independently
 - Proven ability to handle work pressure
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Work Experience:

Remote Desktop Support, August 2005 – Present
Guidewire Software, Saginaw, MI

- Coordinated modification records for management control.
- Prepared reports of change effect on overall product.
- Identified and maintained the original configuration of requirements.
- Managed to track all problems and changes in product documents and software.
- Ensured that only approved and validated changes are incorporated.

Remote Desktop Support, May 2000 – July 2005
Technisource, Saginaw, MI

- Administered client's hardware and software solutions.
 - Maintained implementation of system with appropriate support personnel.
 - Troubleshot complex systems, servers and network issues.
 - Prepared technical specifications and documentation for user back-up.
 - Developed and conducted training programs to educate clients.
 - Acted as a technical expert in conjunction with business development efforts.
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Education:

Bachelors Degree in Information Technology, Randolph-Macon College, Virginia, VA

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