
Software Support Resume

Job Objective

To secure the position of Software Support in a reputable company that will allow me to utilize acquired.

Summary of Qualifications:

- Remarkable experience in technical support and customer service to complex software applications
 - Familiarity with PC & Web-based software applications, Windows 2003/2008, XP/Vista operating systems
 - Proficient with Microsoft Office products , Microsoft SQL Server, Oracle, and IBM DB2
 - Strong technical and excellent organizational and time management skills
 - Superior software application installation and troubleshooting skills
 - Excellent communication time management skills
 - Highly motivated to achieve client satisfaction
 - Profound ability to interpret, analyze and troubleshoot technical problems
 - Proven ability to prioritize and manage multiple tasks simultaneously
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Work Experience:

Software Support, August 2005 – Present
Rockwell Automation, Sunbright, TN

- Conducted research and troubleshoot complex and advanced inquiries.
- Interacted with external clients and teams to carry out client-specific responsibilities.
- Monitored the effectiveness of problem resolution.
- Assisted with software implementation work.
- Interacted with database administrators to identify and correct issues.

Software Support, May 2000 – July 2005
Weatherford International, Sunbright, TN

- Participated in the development and implementation of trouble handling procedures.
 - Ensured the highest levels of customer satisfaction.
 - Responded to support requests in person and via telephone and email.
 - Maintained a knowledge base for support tickets and standard procedures.
 - Identified potential future issues based on past and present system performance.
 - Provided technical assistance and training to clients.
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Education:

Bachelors Degree in Computer Science, Menlo College, California, CA

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