
Software Support Specialist Resume

Job Objective

Seeking position that utilizes my training as an accomplished Software Support Specialist.

Highlights of Qualifications:

- Huge experience on Tier II ERP software, particularly SYSPRO ERP and technical software support
 - Proficient with Customer Relationship Management (CRM) software
 - Ability to manage multiple projects
 - Ability to work with people of varied skill
 - Ability to work independently and be customer service oriented
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Professional Experience:

Software Support Specialist
Garmin, Naperville, IL
May 2006 – Present

- Installed and troubleshoot USB drivers and serial connectivity, including unit software updates.
- Presented consumer software support, including remote desktop support.
- Establish and managed department and company image and philosophy to the public.
- Analyzed special circumstances and approved warranty service when deemed suitable.

Software Support Specialist
LCG Systems, Naperville, IL
March 2003 – April 2006

- Delivered product expertise for one of the company's flagship web-based grant application review system.
 - Offered solutions to both technical and non-technical end users .
 - Conducted pre-release testing on custom systems to assure adherence to user requirements.
 - Established and administered supporting training materials for the system in multiple formats.
 - Constantly monitored, tracked, updated, and closely allocated support requests.
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Education:

Bachelor's Degree in Computer Science
Lipscomb University, Nashville, TN

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