
Technical Specialist Resume

Job Objective

Seeking a position with a growing company where my training as a Technical Specialist, education and experiences can be put to good use.

Summary of Qualifications:

- Huge experience in industrial setting and data warehousing
 - Exceptional knowledge of performance tuning techniques and HVAC equipment service
 - Good understanding of overall enterprise architecture
 - Proficient with integration tools, control systems, Building Management Systems and application servers
 - Excellent client facing and technical mentoring skills
 - Good interpersonal and communication skills
 - Outstanding ability to multi-task and be adaptable to changing environments
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Work Experience:

Technical Specialist, May 2006 – Present
IBM, Post Falls, ID

- Advised, consulted, and troubleshoot BD businesses.
- Maintained and updated BD product-line information documents.
- Conducted off-site technical support and training for customers and sales to resolve complex product issues.
- Assisted in the evaluation, development and enhancement of training courses for Technical Service Representatives.
- Coordinated new products training for Technical Service and work with Sales & Marketing team.
- Maintained the accurate and complete documentation of product-line updates and all Product Incident Reports (PIR).

Technical Specialist, March 2003 – April 2006
Walt Disney, Post Falls, ID

- Assisted the field technicians with escalated service issues.
 - Performed the upgrades and updates to customer software.
 - Assisted the sales with development of new proposals.
 - Provided the technical review of engineering documentation prior to bid and submittal.
 - Managed the security projects for on time completion.
 - Scheduled work at customer site, review onsite conditions.
 - Ensured equipment, materials and tools are available for timely completion of projects.
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Education:

Bachelor's Degree in information Technology, Andrew Jackson University, Birmingham, AL

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