
TECHNICAL SUPPORT ANALYST RESUME

Objective:

Seeking the position of Technical Support Analyst and provide excellent services to customers. My expertise in installations, repairs and upgrades will be very much helpful in addressing the clients' concerns.

Education:

Bachelor of Science in Information Systems, 2002
Cameron University

Skills:

- Expert in installations, repairs, downgrades and upgrades of PCs and other devices
- POS experience
- Installation of NIC cards
- Lenovo, HP, Dell desktop/laptop
- Excellent leadership skills
- Excellent customer service and communication skills

Professional Experience:

- Technical Support Analyst III, 2008-present
- Halvern Realty, Inc., Alpine, CA

Responsibilities:

- Initiated the launching of Internet consulting business device for the company.
- Managed applications development and network operations team.
- Provided computer technical support to private and corporate clients.
- Ensured that issues are resolved within the prescribed time frame.

- Technical Support Analyst II, 2006-2008
- Halston LLC, Alpine, CA

Responsibilities:

- Modified and evaluated existing Information Systems procedures to better suit the present environment
- Supervised a team of technical representatives in addressing clients' needs.
- Configured computer settings to ensure proper alignment with the bandwidths.

- Technical Support Analyst I, 2002-2006
- Halo Resources Ltd. Alpine, CA

Responsibilities:

- Initiated the launching of Internet consulting business device for the company.
- Managed applications development and network operations team.
- Provided computer technical support to private and corporate clients.
- Ensured that issues are resolved within the prescribed time frame.

- Technical Support Analyst II, 2006-2008
- Halston LLC, Alpine, CA

Certifications and Affiliations:

Certified Computer Technician
Association of Certified Computer Technician

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