
Technical Support Consultant Resume

Job Objective

To obtain a Technical Support Consultant position and to contribute to the success and reputation of the company.

Areas of Excellence:

- Remarkable customer service experience with in a technical solutions environment
 - Huge knowledge of software industry and UNIX
 - Deep knowledge of network monitoring and networking
 - Familiarity with database, PHP, Java, JMX and XML site development
 - Amazing ability to communicate technical information
 - Superior communication skills
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Professional Experience:

Technical Support Consultant
Mega, Lilburn, GA
August 2005 – Present

- Handled requests for assistance.
- Reviewed client systems with tools.
- Managed problems with all products.
- Formulated decisions on escalation.
- Maintained records of problem resolutions.
- Imparted solutions to reduce help desk calls.

Technical Support Consultant
Paypal, Inc., Lilburn, GA
May 2000 – July 2005

- Established ideas to streamline processes.
 - Corresponded with other internal groups.
 - Imparted training initiatives to Technical Support Staff.
 - Aided call queue management.
 - Evaluated recommending system design.
 - Executed system integration tasks.
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Education:

Bachelor's Degree in Computer Science
Southern Arkansas University, Arkansas, AR

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