Technical Support Engineer Resume

Job Objective

Technical Support Engineer seeking a position in which my experiences and training can help to increase the value of the organization.

Work Experience:

Technical Support Engineer, August 2005 – Present
Metrix, Westbrook, ME

- Provided technical support and patches to clients.
- Managed accurate problem description.
- Supported Application Support Manager.
- Handled support issues and coached clients.
- Aided in retention of support contracts.

Technical Support Engineer, May 2000 – July 2005
Symantec, Westbrook, ME

- Assisted with ADV level telephone support.
- Handled technical issues with customers.
- Monitored proper escalation procedures.
- Troubleshot sophisticated tools.
- Outlined articles, case and product documentation as well as aided technical training.

Summary of Qualifications:

- Remarkable experience with varied industry hardware platforms, operating systems and compilers
- Huge knowledge of backup and archive of Microsoft Exchange, Oracle and SQL databases
- Deep understanding of security and information collecting tools
- Ability to solve complex problems and troubleshoot technical problems
- Ability to coach on the use of development tools as well as work in a fast paced environment
- Superior communication skills
- Excellent creative and problem solving skills

Education:

Bachelor's Degree in Computer Science, San Diego City College, San Diego, CA

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