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## Technical Support Manager Resume

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### Job Objective

To obtain Technical Support Manager Position in which I can increase my skills and become a valued member of the team.

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### Highlights of Qualifications:

- Experience in performing troubleshooting, managing technical support team and provided solutions to all complex software problems
  - Deep knowledge of e-commerce procedures and principles
  - Operational knowledge of window networks and SQL servers
  - Immense ability to analyze and interpret all technical documents and government regulations
  - Ability to multitask and work in a fast paced environment and met all deadlines
  - Sound skills to understand all web based applications
  - Skilled to teach subordinate staff
  - Ability to create new and modify existing documentation
  - Proficient in understanding high end storage platforms
  - Familiarity in Linux platforms and email protocols technologies
  - Solid understanding of relational databases
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### Professional Experience:

Technical Support Manager  
Media General, Inc, Royse City, TX  
October 2008 – Present

- Established department objective and goals for retain more customers and increase revenue generation for organization.
- Assisted customers in installation and operating computer software, hardware and related problems to satisfy all needs.
- Monitored employee performance and performed required appraisals.
- Managed support cases and resolved all issues, evaluated resolution provided to confirm compliance with necessary guidelines.
- Assisted support analysts and provided necessary feedback on cases escalated to senior management.
- Reviewed all cases and verified all information and corrected cases when required.
- Organized cases to be sent to support analysts and escalated cases if not resolved by system analysts and ensured use of all resources for resolution.
- Assisted customers and understood requirements and worked accordingly.

Technical Support Representative  
Dell Inc., Royse City, TX  
August 2003 – September 2008

- Monitored and answered all technical queries and resolved issues in appropriate time frame.
- Managed issues and if necessary escalated issues to appropriate departments such as product management and development.
- Developed and implemented tests and documented all technical issues.
- Coordinated with various teams and performed user acceptance tests on new product releases.
- Provided technical support to all technologies and performed tests on it.
- Streamlined all unresolved issues and answered all queries of external and internal customers.

Technical Support Engineer  
nVidia, Royse City, TX  
May 1998 – July 2003

- Performed troubleshoot and documented all client application issues.
  - Monitored client queries and assisted them with help of email and phone.
  - Organized all documents for client issued and maintained a tracing system for same.
  - Maintained all information of status and updated customers accordingly on progress of resolution.
  - Coordinated with colleagues, analyzed and resolved all complex problems faced by customers.
  - Provided application support in off hours as well.
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### Education:

Bachelor's Degree in Engineering  
Molloy College, Rockville Centre, NY

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