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# TECHNICAL SUPPORT TEAM LEADER RESUME

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## Career Objective:

Looking for an opportunity to obtain a Technical Support Team Leader position and use my abilities to create a good working environment in which to grow and thrive.

## Summary of Qualifications:

- Strong understanding of performance and quality assurance management
- Ability to convince other executives and team members Competencies
- Ability to work in diverse cultural and challenging professional environments
- Ability to lead project resources, work under pressure and meet deadlines
- Ability to encourage, motivate and provide recognition
- Ability to convert technical knowledge into easily understood terms

## Work Experience:

Technical Support Team Leader, August 2005 – Present  
Acxiom, Salt Lake City, UT

- Managed technical support representatives.
- Achieved target goals adhering to established policies.
- Monitored calls for quality purposes and coach employees on ways to improve the quality of calls.
- Assisted representatives in finding a suitable solution to resolve customer issues.
- Resolved all escalated issues.
- Solved complex issues.

Technical Support Team Leader, May 2000 – July 2005  
Honeywell International Inc, Salt Lake City, UT

- Managed Operation & Maintenance of the system.
- Executed support needs of roll-out, preventive and corrective maintenance, regional needs.
- Planned, monitored and reported Technical System Support performance.
- Managed maintenance execution.
- Ensured efficient system availability.
- Coordinated and supervised Technical Service Teams within the region.
- Managed the day to day workflow of tickets and phone calls.

## Education:

Bachelor's Degree In Computer Science, Marymount University, Arlington, VA

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