Web Support Resume

Job Objective

Seeking a position as Web Support in an organization where I can utilize my experience and skills for the successful completion of each job task.

Summary of Qualifications:

- Profound experience providing Web application support
- Remarkable knowledge of windows PC/Server installation
- Familiarity with Photoshop, HTML, xHTML, SQL, CSS, Javascript
- Skilled with Websphere, Tomcat and Apache Web & Application Servers
- Proficiency with Window Servers, Website design, Active Directory, and MS Office suits
- Profound ability to consistently learn new technologies
- Ability to keep up-to-date on technology trends, developments & established practices
- Excellent interpersonal, customer service, and communications skills

Work Experience:

Web Support, August 2005 – Present
BH Management Services, Cadwell, GA

- Responded to e-mail and phone-based first level client support.
- Identified complex issues quickly and escalated unresolved issues.
- Assisted and instructed client, prospects and employee users utilizing telephone and web based technologies.
- Monitored and maintained custom built trading application.
- Investigated and resolved Help Desk trouble ticket issues.

Web Support, May 2000 – July 2005
Dominion Enterprises, Cadwell, GA

- Responded appropriately for support calls from clients.
- Performed server hardware upgrades as needed and instructed.
- Provided morning status report of corrective actions and outstanding issues.

Education:

Bachelor's Degree in Computer Science, Randolph-Macon College, Virginia, VA

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