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EXPERTISE SKILLS

- Application support
- User training
- Troubleshooting
- Feedback analysis
- Documentation
- Quality assurance

LANGUAGES

- English
- Spanish
- French

CERTIFICATION

- Bachelor of Science in Information Systems, Tech University, 2016

REFERENCES

John Smith

Senior Manager, Tech Corp
john.smith@email.com

Sarah Johnson

Director, Innovation Labs
sarah.j@email.com

Michael Brown

VP Engineering, Solutions Inc
mbrown@email.com

MICHAEL ANDERSON

TECHNICAL SUPPORT ENGINEER

Results-driven Technical Support Engineer with 5 years of experience in the software development sector. Expert in troubleshooting application issues and providing efficient solutions to enhance user experience. Strong analytical skills complemented by a solid understanding of software functionality and user needs. Proven ability to work closely with development teams to facilitate product improvements based on customer feedback.

PROFESSIONAL EXPERIENCE

Innovative Software Solutions

Mar 2018 - Present

Technical Support Engineer

- Provided technical support for proprietary software applications, resolving user issues swiftly.
- Analyzed customer feedback to identify software bugs and collaborated with developers for resolutions.
- Created user manuals and training materials to enhance the customer onboarding experience.
- Managed priority support tickets, ensuring timely resolution of critical issues.
- Conducted regular training sessions for users to maximize software utilization.
- Achieved a 90% resolution rate for complex technical inquiries within 24 hours.

Digital Tech Corp.

Dec 2015 - Jan 2018

Software Support Technician

- Responded to customer inquiries via email and phone, providing technical assistance on software issues.
- Tracked and escalated unresolved issues to senior support staff, ensuring prompt follow-up.
- Documented troubleshooting steps and solutions in the internal knowledge base.
- Assisted in software testing and quality assurance processes for new releases.
- Participated in team meetings to discuss support trends and areas for improvement.
- Recognized for consistently maintaining high customer satisfaction ratings.

ACHIEVEMENTS

- Increased user satisfaction scores by 25% through improved documentation and training.
- Developed a troubleshooting guide that reduced ticket resolution time by 30%.
- Recognized for exceptional performance with a company-wide award for customer service excellence.