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TECHNICAL SUPPORT SPECIALIST
TEMPLATE

Technical Support Specialist's address
(123) 762 2237
technical.support.specialist@resume.com

Summary

Technical Support Specialist with +5 years of experience in minimizing customers downtime through prompt evaluation, troubleshooting, and repair service while keeping up with latest IT trends, techniques, and practices. Skilled in resolving software glitches, fixing system errors, and repairing hardware malfunctions. HDI Certified Technical Support Professional.

Education

Clearwater University
Bachelor in Computer Science
Graduated - October 2012

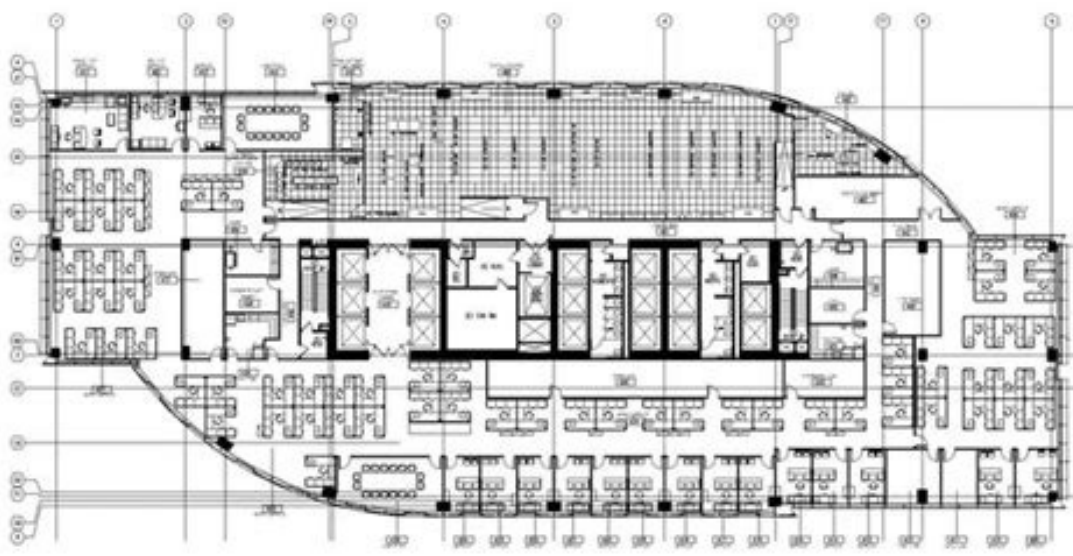
Employment History

Edgewater, Inc.
Technical Support Specialist November 2015 - Present

- Deliver exemplary technical support to +10 customers daily while assisting with installation, configuration, and troubleshooting of Windows-operating desktop computers and peripherals
- Perform -15 emergency recovery, maintenance, and repair weekly on short notice, maintaining +95% customer satisfaction rate for over 3 consecutive years
- Forge productive relationships with remote clientele by supplying swift telephone and online support to +30 daily calls, messages, and emails
- Trained 7 junior Technical support agents in diagnostic programs, troubleshooting techniques, and maintenance protocols

Western, Ltd.
Technical Support Specialist November 2013 - October 2015

- Provided +500 customer base with high level of hardware, software, and networking assistance while responding to -10 technical support requests daily
- Generated repeat and referral business through superb customer service, friendly attitude, and superior troubleshooting, increasing average monthly sales by 23% within 6 months
- Recognized as top-performing technical support team member, winning



Rick Johnson
Front End Developer

+123 1234567

rickjohnson@resume.com

www.resume.com

Resume.com

SUMMARY
Seasoned Front End Developer with 10+ years of experience, specializing primarily with web apps and internal networks, maintaining 100% customer satisfaction and 100% uptime.

EXPERIENCE

Front End Developer

12/2015 - Present

- Developed and deployed 10+ web applications using React, Redux, and GraphQL
- Designed and implemented 100+ RESTful APIs using Node.js and Express
- Collaborated with cross-functional teams to deliver high-quality user experiences

Junior Front End Developer

06/2017 - 12/2016

- Assisted in the development of web applications using React, Redux, and GraphQL
- Supported the team in testing, debugging, and deploying applications
- Participated in code reviews and mentoring junior developers

EDUCATION

Portland State University

2017

Bachelor's Degree

Computer Science

SKILLS

JavaScript	React	Node	GraphQL
Redux	Express	MySQL	Git
HTML	CSS	Webpack	REST
jQuery	ES6	npm	Webpack
PHP	Python	Swift	GraphQL
Perl	Go	Java	GraphQL

LANGUAGES

English	Fluent	French	Intermediate
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Responsible Officer: Chief Information Officer
Responsible Office: Office of Information Technology
Adoption Date: January 29, 2013

EMAIL COMMUNICATION POLICY

I. Policy Statement

It is the policy of Portland State University that the University e-mail system is an appropriate medium for official communications from the University to employees and students. It is the responsibility of employees and students to receive such communications and to respond to them as may be necessary.

II. Reason for Policy/Purpose

The University must be able to communicate quickly and efficiently with employees and students in order to conduct official University business. E-mail is an appropriate medium for such communication and supports University goals regarding cost efficiency, expediency, and sustainability. This policy is not intended to limit the use of communication tools for pedagogical uses or reasons.

III. Applicability

This Policy applies to all employees and students.

IV. Definitions

Official Communications. Communications from the University to students and employees, previously often sent by U.S. mail, that are important and that may trigger an obligation for the recipient to respond.

University E-mail Account. The "pdx.edu" e-mail account assigned by the PSU Office of Information Technology.

University E-mail System. The "pdx.edu" enterprise e-mail system managed by the PSU Office of Information Technology.

HARLEE TXXXXXX

XXXXX XX XXXXXXXXXXXX XX XXX XXXX, XXXXXXXXXXX, XX XXXXX
Home: (XXX) XXX-XXXX - Cell: (XXX) XXX-XXXX -
XXXXXXXXXXXXXXXXXX@XXXXX.XXX

https://www.linkedin.com/in/harleetierney/
https://htierney28.carbonmade.com/

PROFESSIONAL SUMMARY

Analytical App Support Analyst effective at technical support and reporting. A team player who is flexible, reliable and adaptable to dynamic environments; With the capacity to quickly learn and synthesize new networking technologies.

SKILLS

- Data analysis
- Technical Support
- Customer Service
- SQL Server Management Studio (SSMS)
- SQL Server Reporting Services (SSRS)
- App Dynamics
- SQL Sentry
- Microsoft Visual Studio
- Kayako
- Manage Engine
- 10 key
- 50 WPM
- Transact-SQL (T-SQL)
- Inventory Management
- Database manipulation
- Adhoc reporting
- Sales
- Retail
- EngraveLab
- Adobe Creative Suites

Work History

07/2013 to 03/2017 Senior Application Support Analyst

SureID, Inc. – Hillsboro, OR

- Experience working in a high security environment
- Adhoc reporting, troubleshooting database inconsistencies, perform manual data manipulation, monitor and manage database workflows
- Manage tickets for internal customers within an Service Level

Ensure that solutions meet client needs....5Guidewire Developer Policy\$54,561 - \$108,633 (Glassdoor est.)Bachelors degree or foreign equivalent in Computer Science, and Engineering Discipline, or related field. Understanding of various levels of test (unit test,.....4.7Guidewire Claim Center Developer\$58,228 - \$144,871 (Employer est.)Claim Center certification (9.x - 10.x).4Policy Center DeveloperBachelor's Degree preferably in Computer Science, Information Technology, Computer Engineering, or related IT discipline; or equivalent experience....44.444.24.1Guidewire Policy DeveloperYou're a Guidewire Certified Specialist (or you have a similar functional or technical Guidewire certification). Analysis, Development & Unit testing of assigned user stories. Experience working on Configuration & Integration areas....3.644.52.3Data Analyst-BAS\$70,000 - \$120,000 (Employer est.)Develop functional specifications, Data Mapping Document, process flows, Data Transformation logic, leveraging tools such as Excel, JIRA, Confluence, Rally, etc.....3.5CONFIGURATION DEVELOPER/LEAD\$67,772 - \$155,338 (Glassdoor est.)Should have good functional and technical knowledge in Guidewire Claimcenter. Hands on experience with Containers including tools like Docker, Kubernetes, ECS/ECR.....4Job TitleEmployerLocationSalaryPolicy Center DeveloperDeloitteLos Angeles, CAxCino Configuration Developer- Solution SpecialistDeloitteGilbert, AZGUIDEWIRE CLAIMCENTER INTEGRATION DEVELOPERSTAND 8Purchase, NYSenior Guidewire Developer (Remote)Hastings Mutual Insurance CompanyHastings, MIGuidewire Application Developer LeadGrange Insurance CompanyColumbus, OHSr Guidewire PolicyCenter DeveloperKLAP6 TECHNOLOGIES PRIVATE LIMITEDRemoteGuidewire Policy DeveloperAccentureIndianapolis, INGuidewire Developer PolicyQcentrioRichmond, VAManager - Guidewire DeveloperCognizant Technology SolutionsBrea, CAGuidewire Policy center consultantEminence Consulting ServicesRemoteGuidewire Business AnalystExavalu IncRemoteGuidewire Policy Center DeveloperGNRSystems Inc.Bloomington, ILGuidewire Claim Center DeveloperExavaluRemoteGuidewire DeveloperIvy Tech Solutions incRemotenCino Configuration Developer- Solution ArchitectDeloitteGilbert, AZGuidewire Billing Center DeveloperKutir TechnologiesRemoteTechnical Content DeveloperGuidewire Software, Inc.RemoteInsuranceNow Developer - RemoteEagle Creek Software ServicesAlbuquerque, NMData Analyst-BAExavalu IncRemoteInsurance Now Developer (iNow Developer)Exavalu IncRemoteCONFIGURATION DEVELOPER/LEADAllegiance TechnologiesChevy Chase, MDBusiness Systems Analyst with Guidewire Developer and with Commercial LineGNRSystems Inc.Bloomington, ILProgrammer Analyst IISafety NationalSaint Louis, MOGuidewire Business AnalystEvergreen Technologies, LLC.New York, NYGuidewire Configuration / Integration Dev Lead - ManagerPRICE WATERHOUSE COOPERSHartford, CTAutomation TesterCognizant Technology SolutionsSan Antonio, TXSr Application Developer IISUnited Fire & Casualty CoCedar Rapids, IAGW Cloud DeveloperNR Consulting LLCSan Antonio, TXApplication Programmer Analyst II (Guidewire)Kentucky Farm Bureau Mutual Insurance CompanyLouisville, KYGuidewire Developer @ Woodland Hills, CA (Remote)CEDENTWoodland Hills, CAHelp / Contact UsTerms of UsePrivacy & CookiesArgentinaAustraliaBelgië (Nederlands)Belgique (Français)BrasilCanada (English)Canada (Français)DeutschlandEspañaFranceHong KongIndiaIrelandItaliaMéxicoNederlandNew ZealandÖsterreichSchweiz (Deutsch)SingaporeSuisse (Français)United KingdomUnited States 3+ years of technical hands-on experience on Guidewire.....3.8Guidewire Business Analyst\$80,000 - \$130,000 (Employer est.)Develop functional specifications in the form of User Stories, process flows, use cases, data mappings leveraging tools such as JIRA, Confluence, Rally, etc.....4.9Guidewire Policy Center Developer\$47,837 - \$104,391 (Glassdoor est.)Knowledge of developer tools and other tools (GIT, VersionOne, RSA, Maven, Jenkins, Splunk, Trac, etc.). Bachelor's degree in computer science, information technology or.....5GW Cloud DeveloperGuidewire implementation experience and Guidewire technical certification. Should provide technical solutions in Guidewire configuration based on clients'.....4.93.6Programmer Analyst II\$61,367 - \$98,893 (Glassdoor est.)Education/Experience (Must meet at least two of the following criteria) -A Bachelor's degree -A minimum of 6 years of working experience in I.S. or related.....Guidewire Business Analyst\$62,653 - \$131,533 (Glassdoor est.)Apply industry standard object-oriented programming best practices and design patterns. Communicate and collaborate with business analysts, technical developers.....3.93.8Automation Tester\$50,454 - \$109,165 (Glassdoor est.)Institutionalize systems and processes in place to implement innovation suggestion made by the team (eg adoption of Cognizant proprietary best practices / tools.....Sr Application Developer IIS\$61,923 - \$103,256 (Glassdoor est.)Associate's degree in computer science, information technology or related technical field.

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