

Jim Marshall

TECHNICAL SUPPORT ENGINEER

- Senior Technical Support Engineer specializing in Software and Hardware Troubleshooting.
- Experienced with Most of Operating Systems and Networks in troubleshooting and support. Well-versed in Database and programming languages.
- Strong background in Technical Operations and customer relations.

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SKILLS

- Help desk and tech support: Hardware Assembly, Maintenance, Peripherals, Printers, Drivers
- Networks Configuration: Servers, Routers, TCP/IP Sockets, LAN Technology, Fiber Optics Fundamentals
- Operating Systemes: Windows servers, XP, 7, 8, 10, MAC OS
- Leadership and Operations: Customer Service-Oriented, Exceptional Verbal and written communication skills, software training and implementation, Efficient multi-tasker
- Application development, database sys and programming Languages: My SQL, Microsoft SQL, Oracle, Crystal Reports, C#, XML, SQL, ASP.Net, HTML, CSS

EXPERIENCE

Senior Technical Support Engineer

GreenCity Realty - NewYork Sep 2017 - Present

- Meet the new tenants among all Clients Locations to clarify and explain our software features
- Responsible for the UAT, Rollout and Go-live processes for the Sales Tracking Software "eReceipt" on each tenant POS
- Manage, configure and Troubleshoot all Tenants POS devices H/w and S/w
- Create the tenant software execution code using XML Parser
- Gathering daily and monthly reports for All Retailers Technical Incidents
- Follow-up the daily task with the team members and ensure that all incidents engagements updated correctly

Technical Support Engineer

Micro Chip Technologies Dec 2015 - Aug 2017

- Provide technical support for Etisalat E2E Devices S/w and H/w
- Perform Surveillance, KPI Monitoring, Incident Management and Change Management,
- Run and execute NOC activities and routines
- Send/receive/follow up with trouble reports sent to the delivery units/supplier/customer
- Generate reports and logs from server using (oracle database and Linux)
- Generate devices Mobicontrol report

Advanced Technical Support

NewLine Telecom Jan 2014 - Jun 2015

- Handle inbound and outbound technical calls and provide the technical support needed for the TE VIP customers
- Handling all domain and email troubleshooting and support
- Assisting customer with "Static IP" configuration and troubleshooting
- Handling all VDSL Clients support
- Handling TE-Wifi (Wifi-Venue) for public wireless customers

IT Support

JVM Exports Inc Feb 2011 - Jan 2014

- Install and configure computer hardware, software, systems, networks, printers
- Monitor and maintain computer systems and networks
- Providing technical support across the company
- Setting up the new users Accounts
- Testing new technology

EDUCATION

Masters in Computer Science
University of the West Rosemead, CA *Aug 2008 - Mar 2010*

Bachelor in Computer Science
VNR Technologies - *Jul 2008*

LANGUAGES

English
Arabic

German
French