**James A. Sullivan**

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**Career Objective:**

Looking for a customer support analyst position at “Dykin Corporation,” to provide first-line and second-help helpdesk support to customers.

**Summary of Skills:**

* Experience in supporting clients with business software
* Experience in troubleshooting hardware and software problems
* Superior customer service and communication skills
* Professional approach and attitude in dealing with customers' problems
* Strong knowledge of IT support methods and techniques
* Valid driving license and willingness to travel

**Work Experience:**

Customer Support Analyst

Red Sun Techno Group, Terre Haute, IN

August 2013 - Present

* Installing, configuring, troubleshooting, and maintaining hardware and software at clients' offices
* Recommending purchase or high quality hardware to clients to support their networking needs
* Developing and monitoring policies for allocating computing resources
* Preparing schedules and covering maximum clients in a day located at a particular area
* Providing instructions to clients over phone and via emails for solving minor problems

Customer Support Analyst

Plaza IT Services, Terre Haute, IN

March 2012 - July 2013

* Answered incoming calls and emails from customers for hardware and software issues
* Delivered high-quality customer service consistently to all customers
* Identified and informed Field Engineers about complex issues
* Replaced worn-out peripherals with new and durable ones and prepared invoices for the same
* Assisted team members during peak hours and high call volume

**Education:**

* Bachelor's Degree in Information Technology  
  ABC University, Terre Haute, IN  
  2011

**Reference:**

On request.