Michael Stevens

POS System Support Specialist

CONTACT

- (312) 234-5678
- michaelstevens@email.com
- Chicago, IL

EDUCATION

Bachelor of Science in Computer Science

University of Chicago | Chicago, IL | Graduated: May 2018

Certifications

- POS System Support Professional | Issued: June 2022
- CompTIA A+ | Issued: January 2020
- POS System Integration Specialist - | Issued: October 2020

Additional Information

- Participated in a local charity drive to provide refurbished POS systems to small businesses.
- Speaker at local tech support seminars.

PROFESSIONAL SUMMARY

Versatile POS System Support specialist with extensive experience providing technical support for retail businesses. Adept at troubleshooting software and hardware issues, ensuring systems run smoothly for customers and employees.

EXPERIENCE

POS System Support Specialist   2021 - Now

Retail Solutions Group, Chicago, IL

- Deliver technical support for 100+ POS terminals, troubleshooting and resolving system errors, connectivity issues, and hardware malfunctions to ensure minimal downtime.
- Diagnose software issues, including system crashes and slow performance, increasing transaction speed by 20% through timely resolutions.
- Lead health checks for POS systems, optimizing configurations and improving system efficiency through regular updates and maintenance.
- Developed troubleshooting guides for staff, resulting in a 25% reduction in incident resolution time and improved user satisfaction.

Customer Support Technician   - 2021

POS Systems Ltd., Chicago, IL

- Provided first-line support for POS software, diagnosing issues related to connectivity, system crashes, and payment processing failures.
- Assisted with software updates and new feature installations, ensuring seamless transitions with minimal disruption to business operations.
- Worked with clients to identify recurring issues and implemented long-term solutions to reduce system downtime and improve operational stability.
- Maintained detailed reports of support incidents and resolutions, which helped improve troubleshooting efficiency over time.

SKILLS

Skill	Rating
POS software support (Aloha, Micros)	★ ★ ★ ★ ★
Technical troubleshooting (software and hardware)	★ ★ ★ ★ ★
Customer service and technical support	★ ★ ★ ★ ★
Network configurations and troubleshooting	★ ★ ★ ★ ★