

T-Chart

Use the T-chart below to determine the skills that need to be reflected on your résumé.

Sample Job Description

A growing, dynamic company in the Bay Area is looking for a Technical Support Specialist. **Interface** between Sales and Engineering to drive **customer issues to resolution**. Required Skills: **Windows/Linux/Unix system administration**. Excellent **customer management and communication skills**. **Five to eight years** customer-facing technical support experience. Please send your résumé to jobs@abctechnical.com.

<i>What the employer wants</i>	<i>My related skills & experience</i>
<ul style="list-style-type: none">• Interface between Sales and Engineering	Developed an internal wiki as a communication tool between Sales, Marketing, and Engineering to determine customer specifications for product improvements.
<ul style="list-style-type: none">• Resolve customer issues	Assisted customers over the phone with technical support needs, including software installations and configuration.
<ul style="list-style-type: none">• Windows/Linux/Unix system administration	5 years of experience with Windows/Linux/Unix system administration.
<ul style="list-style-type: none">• Customer management	Handled multiple customer accounts, provided ongoing support to those accounts, including monthly follow-up. Improved customer satisfaction scores by 37 percent.
<ul style="list-style-type: none">• Communication skills	Effective communicator, comfortable with phone, in-person, and e-mail communication. Recognized by customers for quick response times and issue resolution.
<ul style="list-style-type: none">• 5–8 years customer-facing technical support experience	Over 5 years of customer-facing technical support experience, supporting novice and experienced technical users.