I am looking for a position of Technical Support in telecommunication industry for consumers of residential and business.

With over 10 years of experience in technical support, including at Shaw and Rogers communications, I have developed strong skills in troubleshooting, customer service, and working with various operating systems and networks. I believe my experience and dedication to helping customers make me a great fit for this role.

In my current role as a Consumer/Business Technical Support Representative, I help customers with Internet, Phone, Web/email hosting services, TV and Satellite services, often guiding them through setup, installation, and troubleshooting. I’ve learned how to quickly identify and resolve issues, and I consistently achieve a high rate of first contact resolution, reducing repeat calls by 80%. I’m also fluent in English, Mandarin, and Japanese, which allows me to assist a wide range of customers.

I have a Certificate in Computer Systems and Network Technologies from BCIT and am familiar with operating systems like Windows, macOS, and Android, as well as key network protocols such as TCP/IP, DNS, and VPN. I’m confident that my technical knowledge, combined with my strong communication skills, would allow me to make a positive contribution to your team.