

# Robert Smith

## Call Center Technical Support

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### SUMMARY

A Call Center Technical Support position in the field of computer networking where my network routing, switching, and security configuration, installation, maintenance, and troubleshooting skills will be utilized to manage, maintain, and secure network resources.

### SKILLS

Interview Patients, Measure Vital Signs, Such As Pulse Rate, Temperature, Blood Pressure, Weight, And Height, And Record Information On Patients' Charts.

### WORK EXPERIENCE

#### Call Center Technical Support

ABC Corporation - February 2005 - May 2006

- Configured and troubleshoot dial-up, DSL, Cable connections; TCP/IP configuration; configuring and troubleshooting various brands of wireless routers, NICs and PCMCIA cards.
- Installed, removed, and troubleshoot McAfee and Norton Anti-Virus software.
- Educated the customers and made suggestions on technical issues in an effort to reduce callbacks.
- Handled 35-40 calls a day.
- Maintained record of all troubleshooting activity using call center database software.
- Assisted in producing outstanding customer service for Apple products. Approved or disapproved leave of absences of employees under supervision as deemed necessary.
- Reported on a 3-shift schedule.

#### Call Center Technical Support

Delta Corporation - 2000 - 2005

- Handled large volume of customer calls related to bank tax software. Walked customers through network setup and Internet connectivity issues.
- Inbound call center assisting teachers with transition to a new website they use.
- Experience with technical support of software programs. Skills Used: Listening skills, customer service, teamwork, documenting each call.
- Provide customer support (i.e., billing, sales, technical). Dispatch field technicians for inside/outside issues. Proficient use of CRM and CMS ticketing systems. Provided beta testing.
- Internet TCP/IP troubleshooting for Cable Broadband, DSL and Dial-up. Troubleshooting Network connectivity issues for LAN / WAN, including Wireless.
- Troubleshooting Windows (XP - Win8) and Macintosh Operating Systems. Troubleshooting issues related to Firewall, Anti-Virus, Spy Ware and Browsers.

### EDUCATION

B.S. In Computer Science