

ZACHARY GLOVER

CUSTOMER CARE / TECH SUPPORT REP

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OBJECTIVE

Looking for an entry-level IT. position after gaining many years of customer service & tech support experience as well as obtaining IT. certifications that showcase my knowledge of IT. concepts & processes.

KEY SKILLS

- Troubleshooting
- Windows Management
- Android Device Management
- iOS Device Management
- Basic Network Management of Home Network

CERTIFICATIONS

- CompTIA Security+, July 2020 (exp. July 2023)
- CompTIA Network+, Jan 2020 (exp. July 2023)
- CompTIA A+, July 2019 (exp. July 2023)
- M365 Modern Desktop Administrator Associate, in-progress

EDUCATION

- **B.S. Industrial Engineering SUNY @ Buffalo**, Buffalo NY
Class of 2014
- **High School Diploma**
East Aurora High School,
East Aurora NY
Class of 2007

EXPERIENCE

Customer Care/Tech Support Representative, TTEC

02/2018 – Present

- Handling billing inquiries, taking payments, and making billing adjustments when needed
- Resolving technical problems with mobile devices and set top boxes by clarifying issues, determining the cause of the problem and facilitating the best solution

Member Services Representative, Sutherland Global Services

09/2017 – 02/2018

- Taking live chats servicing credit card accounts
- Recommending other products and services that suit members' needs

Technical Support Agent, Sutherland Global Service

9/2016 – 9/2017

- Troubleshooting technical problems with security systems, sending warranty replacements, and scheduling in-home visits when necessary

Customer Experience Rep, Greenwich Associates

03/2015 – 06/2015

- Interviewed customers on the phone about their banking experiences to help banking clients provide the best customer experience

Worked a number of other positions in the service industry gaining experience in customer service

COMMUNICATION

- Excellent written and verbal communication skills.
- Support other less experienced reps in current position via chat while they transition from training.
- Take escalation calls from other reps to help resolve unresolved customer issues.
- Regularly coordinate several tasks simultaneously
- Thrive in a team environment and work well with others.