

Dane Maldonado

Technical Support Agent

Phone 425-740-4436

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Personable IT Support Technician with 2+ years expertise in a fast-paced multitasking help desk environment. Results-driven with a heavy emphasis on customer satisfaction. Having an analytical mind and an eye for detail they use their 75+ WPM accurate typing speeds to catalogue, assess, assist, and resolve customer technical issues in a timely matter. Looking to expand their work experience and applicable knowledge in a variety of positions.

Experience

2020/02-2020/10

Technical Support Agent

OCULUS Ophthalmology - Temp , Arlington WA

Key Support Responsibilities

- * Talk with customers via e-mail and phone to resolve technical issues
- * Optimize customers computers for a HIPPA compliant work enviroment
- * Catalogue information from customers to support other agents and the customer

2019 - 2020

Technical Consultation Agent

Best Buy - Geek Squad, Marysville WA

Key Consultation Responsibilities

- * Identified clients technical issues and catalogued findings.
- * Educated computer illiterate clients too prevent future technical issues.
- * Worked with clients to optimize computer for their personal use.

2018 - 2019

Technical Support Agent

Keyword Studios, Redmond WA

Key Support Responsibilities

- * Reply to large quantities of Technical Support tickets in an accurate and timely manner.
- * Worked to improve our SOP database with new knowledge of issues.
- * Improve customer satisfaction through combining macros and empathy to customers situation

Skills

abas ERP
CISCO Phone Systems
Microsoft Office
Zendesk
Apple Certified
Microsoft Windows Vista/7/8.1/10

