

ROBERT SMITH

Tech Support Representative I

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Seasoned, performance-driven with more than 10 years of experience in the industry, having the opportunity to support different environments private a government sector, and worked from tech support to system administrator has given me a clear perspective of what a company needs from their IT department. I'm self- motivated self-taught person able to coordinate multiple projects, meets deadlines with minimum or no supervision. have excellent troubleshooting and technical abilities working with users to resolve daily needs.

CORE COMPETENCIES

Microsoft, Customer Service, Cashier, Research, Data Entry, Writing, Problem Solving, Critical Thinking, Telephone.

PROFESSIONAL EXPERIENCE

Tech Support Representative I

Orange County Public Schools - April 2012 – 2020

Key Deliverables:

- Ensured customers, clients, and employees receive superior service in the areas of customer service, technical, and administrative support.
- Answered customer questions regarding billing, service problems, products and features.
- Scheduled appointments and maintain electronic calendar.
- Prepared reports to escalate to higher personnel for further resolution.
- Targeted customers interest with a variety of products and service offerings based on their need.
- Took payments and resolve delinquent account balances.
- Created, maintained and updated customer accounts.

Tech Support Representative

Delta Corporation - 2008 – 2012

Key Deliverables:

- Provided customers with technical support when needed.
- Superior customer service offered.
- Made home security sales through the phone.
- Managed vital and important information of Comcasts customers such as, social security, addresses, phone numbers and bank accounts.
- Responsible for trouble shooting incoming calls for cable, data and phone
Maintain all stats of talk time, adjustments, and issue resolve Multitask .

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- Alamosa, CO Achieved high degree of customer satisfaction Successfully diagnosed & repaired client internet connections and other PC problems over .
- Help geeksquad tech support plan memeber or non member (limited) with any software , or hardware issues that any clients may be having ...

EDUCATION

Bachelor's in computer science - (Interamerican University - Bayamon, PR)

