Service Desk/ Executive

ROBERT SMITH

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Objective

Managing customer accounts, and forwarding customer suggestions to appropriate teams. Our collection of Service Desk Technician.

Skills

Microsoft Office, Patient/health Care, Cashier, Phones.

Work Experience

Service Desk/ Executive

ABC Corporation - November 2010 – June 2013

- Monitored for multiple technologies including Cisco routers Login to the router.
- Verified interfaces and connectivity Monitor the LAN switch and the primary and secondary ISP modems.
- Read the router logs to find a possible issue with configuration issues with the router.
- Worked with different modems from varying providers across the country.
- Managed and monitor tickets to see resolution in a timely manner.
- Added/removed employees in Active Directory Work with local.
- Serviced providers to restore service as quickly as possible.

Service Desk

Delta Corporation - 2007 – 2010

- Opening the store, handling money, cleaning, closing the store, doing laundry, bagging and tagging clothes.
- Check people in Answer phone calls Make phone calls Answering Multi-Phone Lines, Filing, Faxing, Scanning Documentation And Completing Daily Costumer .
- Skills Used Microsoft- word, excel, powerpoint typing (about 40 wpm) advance art classes bilingual (spanish) quick learner reference at request .
- Evansville, Indiana Processing sales, layaways, special orders, and returns Getting price checks and making tags Doing markdowns and helping in all .
- My responsibilities were to keep my area clean while also helping the guest with returns, and just answering questions that guest had about Target.
- I never really thought I made an impact because I dont really see guest for long, however I make actual connections with regular guest, and go above .
- At the moment you dont really realize the impact that you have until they come back and personally thank you for being so helpful.

Education

Computer networking - 2003(Herzing College - Madison, WI)