

# Robert Smith

## Associate Service Desk

### PERSONAL STATEMENT

To secure a position with a stable and profitable organization, where can be a member of a team and utilize skills to the fullest or learn new skills.

### WORK EXPERIENCE

#### Associate Service Desk

ABC Corporation - September 2012 - September 2013

##### Responsibilities:

- Responded to and resolved support tickets in a timely matter.
- Closed out an average of 40-60 issues per day.
- Troubleshoot IT related issues (hardware, software, network, peripherals, VPN) for VA healthcare professionals nationwide.
- Conducted online research, and diagnostic activities.
- Investigated and resolved problems with hardware and software.
- Provided the first point of contact support to end users with professionalism, timeliness, and accuracy.
- Recorded technical issues and requests. Diagnosed and resolved problems. Escalated issues as appropriate.

#### Service Desk

Delta Corporation - 2007 - 2012

##### Responsibilities:

- Assist customers with there purchase, and also exchange and refunds
- Accomplishments Promoted cashier to service desk Skills Used Customer Service.
- supervising front end cashiers, returns, answering phones and directing them to the correct department, as well as translating for Spanish speaking .
- Cashing money orders, checks, etc.
- Provide positive customer experience by addressing individual needs and concerns Process customer returns while maintaining overall customer .
- Worked as cashier then moved to Service Desk.
- Target Guest Service 2013 Present Handling Transactions Communication With Guests.
- Service desk, Customer service Money sent/received through Western Union Money orders Cashed checks Returns/refunds.

### Education

LPN - February 2016(Platt College - Central Campus - Norman, OK)

### CONTACT DETAILS

1737 Marshville Road,  
Alabama  
(123)-456-7899  
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[www.qwikresume.com](http://www.qwikresume.com)

### SKILLS

Detail Oriented, Good  
Communication.

### LANGUAGES

English (Native)  
French (Professional)  
Spanish (Professional)

### INTERESTS

Climbing  
Snowboarding  
Cooking  
Reading

### REFERENCES

Reference - 1 (Company  
Name)  
Reference - 2 (Company  
Name)