

## Tech Support Agent

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### Objective

An experienced customer service representative with 11 years of customer service experience. Hardworking, dependable and timely, available to start work immediately.

### Skills

Hardworking, dependable and timely, available to start work immediately

### Work Experience

#### Tech Support Agent

**Att** - May 2012 - 2020

- Answers customer/client requests or inquiries concerning services and products and reports problem areas.
- Utilizes various systems and tools to initiate to assist and service customers.
- Continually maintains working knowledge of all company products, services and promotions.
- Makes recommendations according to customers needs.
- Troubleshoots and resolves customer impacting issues such as but not limited to voice & data issues that span multiple networks and interdependent network elements, considering network conditions, connectivity, devices, applications, provisioning and billing.
- Assists customers with products and services such as but not limited to laptop connect services including air cards, USB devices, initial set-up, configuration of AT&T provided software & applications.
- Proactively engages T3 support (network and IT) to address & resolve issues.

#### Tech Support Agent

**Delta Corporation** - 2007 - 2012

- Engages third party vendors and suppliers as needed to address service faults & provide customer resolution.
- Resolves issues resulting from direct inbound customer calls, transferred callers including calls from other CSRs, trouble tickets or escalations Accomplishments learned some very good customer service skills at att.
- Learned alot about how to calm customers and keep them engaged.
- Answered incoming calls, Assisted Costco members with tech support on there TVs, and cameras, also gave information about Costcos warranty on TVs .
- Provided customer satisfaction effectively through a variety of customer inquiries Assisted customers via remote access and over the phone.
- Costumer Service, Fix internet.
- Answered inbound calls from AT&T customers experiencing issues with their broken wireless devices.

### Education

