

Robert Smith

Associate Tech Support Agent

PERSONAL STATEMENT

Looking for an opportunity to make a difference in your workplace and life. Highly motivated individual, dependable, ability to resolve conflict, very efficient, problem solver and team worker.

WORK EXPERIENCE

Associate Tech Support Agent **ABC Corporation - March 2015 - May 2015**

Responsibilities:

- Answered phones and greet customers.
- Assisted with Technical Support regarding various products.
- Made call backs to customers when required.
- Took tech support calls for AT&T Mobility.
- Assisted customers with technical issues with their phone or other devices they had through AT&T.
- Guarded Government properties against fire, theft, vandalism and illegal entries.
- Performed remote technical support on Windows and Mac computers using LogMeIn Rescue in addition to over the phone support for smart tvs and home network troubleshooting.

Tech Support Agent **Delta Corporation - 2012 - 2015**

Responsibilities:

- Powerpoint, and Outlook setup and configuration with some experience installing Access as well.
- Intimately familiar with Windows troubleshooting both personal and in domain environments.
- Experience deploying Windows 7 and 8 using Microsoft Deployment Toolkit Experience using Active Directory to reset passwords, add new PCs to the domain, and check which groups a user is in.
- Experience troubleshooting Windows Update issues and corrupted OS/kernel issues Networking Knowledge of the OSI Model and TCP/IP stack.
- Knowledge of Network+ objectives such as network topologies, protocols and the layers they operate on, IDS and IPS, VLANs, DHCP, DNS, and network cabling types.
- Network commands such as tracert, ipconfig, and netstat.
- Some experience with packet analysis using Wireshark.

Education

Criminal Justice, Psychology - (Provo College)

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

Basic Computer ,
Bilingual, Customer
Service,.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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