

Objective

Looking for position with possibilities for advancement that utilizes proven ability to: Manage a working environment and it's equipment Solve problems and make decisions Earn the trust of superiors.

Skills

Microsoft Word, Microsoft Excel, Powerpoint.

Work Experience

Tech Support Representative III

ABC Corporation - March 2013 – November 2014

- Provided incentive to increase productivity by offering employees awards for best customer service.
- Conducted performance reviews for all customer service representatives to reduce resolution time and improve customer satisfaction rates.
- Monitored plant and hybrid fiber coax network using various network diagnostic tools for system outages.
- Opened and tracked trouble tickets as needed.
- Resolved all tickets in a timely manner.
- Supported field personnel as needed.
- Worked closely with Regional Data Center staff to resolve issues quickly.

Tech Support Representative

Delta Corporation - 2011 – 2013

- Educated and informed customers of all Time Warner Cable consumer products and services.
- Responded to customer complaints in a professional manner.
- Attempted to resolve complaints successfully in accordance with established guidelines.
- Provide technical support.
- Offer new savings opportunities.
- Dispatch technicians.
- Update customer accounts.

Education

Degree Not Obtained At This Time In Computer Science - 2000(University Of Tennessee Of Chattanooga - Chattanooga, TN)