

# ROBERT SMITH

## Sr. Tech Support Representative

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

### SUMMARY

To empower customers by going above and beyond to resolve issues and create customer delight. Drive for extra ordinary results while persuading, educating, negotiating and applying one time creative resolution strategies.

### CORE COMPETENCIES

Customer Support.

### PROFESSIONAL EXPERIENCE

#### Sr. Tech Support Representative

IBEX GLOBAL - May 2015 – 2020

##### Key Deliverables:

- Provided customer service to a diverse range of customers with some sales involved.
- Delivered service and support to end-users using and operating automated call distribution phone software via remote connection or over the Internet.
- Interacted with customers to provide and process information in response to inquiries, concerns, and requests about products and services.
- Gathered customers information and determine the issue by evaluating and analyzing the resolution.
- Researched information using available resources.
- Accurately processed and recorded call transactions.
- Offered alternative solutions where appropriate.

#### Tech Support Representative

Delta Corporation - 2014 – 2015

##### Key Deliverables:

- Follow up and make scheduled call backs to customers where necessary.
- Skills Used Problem solving.
- Good listening.
- Excellent communications skills.
- Troubleshooting problems with customers regarding there internet service and related wireless devices.
- Tech I and Advance Tech (Tech 4) Trouble shot technical issues as well as billing issues Promoted in 9 months to Dr.
- Dish advanced customer support team Extensively used critical thinking to solve out of the box problems Spearheaded numerous support teams Ranked in .

### EDUCATION

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- Social Work - (Norfolk State University - Norfolk, VA)