Robert Smith

Lead Tech Support Agent

CONTACT DETAILS

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

PERSONAL STATEMENT

A hard worker, and very well organized. Have a comprehensive background of computers, software programs, and technical skills. handled cash at all previous jobs and excel in math. I'm honest, extremely friendly, caring and dependable. have a flexible schedule, and extremely dedicated to work. Excellent and reliable people skills and phone etiquette. Along with the ability to multi-task and stay focused.

SKILLS

Microsoft office, Cashier, Telecommunications, Customer Service, Machine Operator, PowerPoint, Quality Control.

WORK EXPERIENCE

Lead Tech Support Agent

ABC Corporation -   September 2013 – June 2014

Responsibilities:

- Followed adherence and AHT.
- Responsible for providing tech support for the all aspects of the internet.
- Helped customers with their need when it came to satellite television and the equipment.
- Resolved customer inquiries by phone, chat or email.
- Troubleshot and resolved trouble tickets related to technical difficulties with hardware, software.
- Resolved software installation and connectivity issues.
- Collaborated with development staff to recreate.

Tech Support Agent

Delta Corporation -   2011 – 2013

Responsibilities:

- Tech support agent for Comast High Speed.
- Data, Voice, & Video Troubleshooting Inbound Call handling Solve problems according to standardized procedures References are available upon request.
- Stream International is a company that was contracted by HP to do their technical support.
- Worked on a team with set goals in efficiency and ability to do your job (troubleshoot computer issues over the phone).
- Worked on 3 different teams while employed there Pavilion Desktop; Scan Jet; and then AIO (All-In-One) products.
- Diagnose & repair smartphones Troubleshoot & resolve technical issues Collect & process payments Troubleshoot lab tops & wifi connect devices.
- I answer high volume calls throughout the day assisting customer with their issues.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

Education

High School Diploma - (Lehigh Senior High School - Lehigh Acres, FL)