

ROBERT SMITH

Asst. Tech Support Representative

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Caregiver with advanced knowledge of Alzheimer's and dementia. Seeking a long term care position. Bilingual Caregiver with more than five years of experience Level-headed health professional that remains calm and effective in extremely difficult and stressful situations. Strong belief in importance of companionship and support in patient care.

EXPERIENCE

Asst. Tech Support Representative

ABC Corporation - FEBRUARY 2005 - NOVEMBER 2007

- Gathered and verified all required customer information for tacking purposes.
- Defused volatile customer situations calmly and courteously.
- Accurately documented, researched and resolved customer service issues.
- Met customer requirements through first contact resolution.
- Assisted with customer issues regarding Apple products such as phones and computers.
- Assisted Verizon customers with technical issues.
- Provided a professional customer service experience to customers.

Tech Support Representative

Delta Corporation - 2003 - 2005

- Sell additional Apple products and services (optional) Customer Service Accomplishments Sold and average of \$600 worth of Apple services and products .
- Take incoming phone calls for device and network issues for AT&T Mobile, quality resolution, submit network tickets, account notation, customer .
- Answered incoming calls and assisted members with any problems or help they needed with their website Made outbound calls to members to go through .
- Provides technical support to AT&T customers and ensures that a resolution is met for all complaints and technical issues Processes payments for .
- Responsible for troubleshooting with customers and their iOS devices, provided walkthroughs setting up, backing up and syncing to iTunes.
- Handled iCloud issues, set up Genius Bar appointments, and setting up repairs.
- Also educated customer on iOS features and Apple products.

EDUCATION

- BS In Computer Science - 2015(Colorado Technical University-Online - Work At Home)

SKILLS

Customer Service, Administrative Support, Computer, Banking, Receptionist, Data Entry, Database Management.