

Robert Smith

Lead Tech Support Representative

CONTACT DETAILS

1737 Marshville Road,
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PERSONAL STATEMENT

PC Operations and I.T. Professional with 26 years of experience in the implementation and support of hardware and software applications to meet a broad range of organizational/user needs. SonicWALL certified. Cisco experienced. VoIP and audio visual support. Strong technical expertise in networking, routers/switches, cabling, PC systems support and repair, printers, in combination with solid management experience. Excellent budgeting/cost containment skills, technical training capabilities, project planning and implementation skills.

WORK EXPERIENCE

Lead Tech Support Representative

ABC Corporation - 1989 - 1995

Responsibilities:

- Followed up with customers to ensure satisfaction of service.
- Utilized training and personal skills to effectively .
- Responsible for Handling inbound calls regrading mobile activation for carriers such as At&mt, Verizon, and Sprint.
- Responsible for Analying and resolving complex technical problems, utilizing advanced resolution procedures.
- Answered inbound calls from patrons about their cable/satellite services.
- Helped customers solve technical issues via telephone and various computer software.
- Hired to provide technical assistance with the installation and maintenance of hardware, software, network communication and workstations diagnoses, tracks, and solves hardware and software problems, escalates irresolvable issues to the appropriate department for resolution.

Tech Support Representative

Delta Corporation - 2003 - 2008

Responsibilities:

- Provide technical support to customers with AT&T cellular and landline services.
- Assist customers with trouble shooting technical issues Utilize communication skills by speaking professionally and being easy to understand Operate .
- During my employment at Startek, I worked in the tech support department.
- Was responsible for answering phones and assisting customers with phone related issues.
- Take inbound calls to help fix telephone, internet, and TV services.
- Helped customers fix their cable over the phone.
- Also helped the customer with their bill.

SKILLS

Microsoft Office,
Microsoft Excel,
Venipuncture, Windows,
Teaching, Urinalysis,
Powerpoint, Sales, Fax,
Vital Signs, A1C,
Hematocrit, Strep
Screen.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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

Education

Diploma - 1984(Okaloosa Walton Community College - Niceville, FL)