

ROBERT SMITH

Jr. Tech Support Representative

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Phone: (0123)-456-789

SUMMARY

IT professional with experience in management and customer service. Knowledgeable regarding troubleshooting, virus mitigations, PC/Laptop repair and upgrades. Strong team member who emphasizes client/customer satisfaction. Effectively implements procedures to achieve results.

SKILLS

Customer Service, Windows, Mac OS X, Typing, Word, Excel, Web Design.

WORK EXPERIENCE

Jr. Tech Support Representative

ABC Corporation - July 2016 – October 2016

- Facilitated problem solving regarding the use and settings of most commercial wireless routers and scripted the radio equipment that was mounted.
- Received inbound calls for technical support for Verizon Services.
- Supported customers regarding issues with video, data, and phone services.
- Interacted with a Wide Range of Customers and Technical Issues.
- Installed, upgraded, and configured Windows Operating System.
- Performed timely software upgrade on customers devices.
- Installed, tested and configured new workstations for customers.

Tech Support Representative

Delta Corporation - 2014 – 2016

- Familiar with Support Tickets, Call Center, and Knowledgebase Systems.
- General Knowledge of Industry Principles.
- High Level of Concentration and Commitment.
- Journalistic-like Command of English Language.
- Provided on call support for computers and desktops.
- Provide excellent customer services to all clients and customers Prepare, complete and accurate work and customer file.
- Operated desktop computer, with various programs.

SCHOLASTICS

- Associates Of Arts In Computer Information Technology - (Mountain View Community College)