

## Objective

Seeking long term employment in an organization where can grow professionally, and further enhance skills, knowledge, and experience to face and overcome the challenges of today's changing work environment. Continuing school, so an employment can take classes around is ideal.

## Skills

Microsoft Office, Mac Pages, Excel, Spreadsheet, Document Writer And Processor, Microsoft Publisher.

## Work Experience

### Tech Support Agent III

**ABC Corporation** - January 2011 – May 2011

- Led team of six with 100% customer satisfaction surveys.
- Carried out call backs to customers in a timely and professional manner.
- Updated job knowledge by volunteering for educational opportunities.
- Maintained call center database by documenting calls with clear reports.
- Cross sold Sprint services and products when the opportunity presented itself.
- Resolved issues by; researching, clearly talking to customer to fully understand the issue, troubleshooting, and escalating problem if necessary.
- Answered inquiries by clarifying desired information; researching, locating, and providing information.

### Tech Support Agent

**Delta Corporation** - 2007 – 2011

- Answer the inbound calls from clients that was having problem with TMobile accounts, troubleshoot devices, sell devices, and improve quality of .
- Providing reliable, security system and home automation consulting, installation and monitoring.
- As we see it, our business is all about bringing customers a peace of mind.
- And this sometimes simply means providing personal, locally-based experts to answer questions or address concerns.
- Technical assistance and troubleshooting for customers who were having issues with their internet/DSL connections.
- Ranked in Third of the top Ten of 355 technical support agents for customer service resolution.
- Recognized for 91% average execution of time adherence guidelines.

## Education

Associates in Electrical Engineering - September 2012(El Paso Community College)