

ROBERT SMITH

Asst. Tech Support Agent

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A position that will utilize prior experience and knowledge of working with clients and to provide growth, opportunity and further development of skills.

EXPERIENCE

Asst. Tech Support Agent

ABC Corporation - OCTOBER 2012 - MAY 2013

- Analyzed communication needs of business establishments using knowledge of type of business, available telephone equipment and traffic studies.
- Explained equipment usage using brochures and demonstration equipment.
- Contacted and visited commercial customers to review telephone service.
- Designated staff assignments, established work priorities and evaluated cost and time requirements.
- Assisted superior in leading and directing personnel in combat missions during maneuvers and tactical problems.
- Performed preventive maintenance, routine tests and authorized minor repairs to weapons and equipment.
- Directed activities of personnel in revising and updating security measures due to new or revised regulations.

Tech Support Agent

Delta Corporation - 2011 - 2012

- Assist customers with their internet service via phone.
- Provide excellent customer service.
- Meet every day goals and expectations.
- Troubleshooting all connection issue for Bellsouth Fast Access DSL, Netzero, and Juno customers including password resets.
- Troubleshooting email issues for Netzero, Juno, Bluelight and Mysite customers.
- Uninstalling and Reinstalling Modem drivers.
- Logging all calls into the CRM tracking software used by Bellsouth Fast access DSL, Netzero, Juno, Bluelight and Mysite.

EDUCATION

- Bachelor's of Science in Software Development - November 2015(Western Governor's University)



SKILLS

Microsoft Office, CRM, Creative Writing, Data Entry, Desktop Support, POS, Typing.