

# ROBERT SMITH

## Tech Support Representative II

[info@qwikresume.com](mailto:info@qwikresume.com) | <https://Qwikresume.com>

An organized, detail-oriented, and fast paste worker can be trained quickly. Able to prioritized and effectively accomplish multiple task and stay calm in the face of conflict.

**MAY 2013 - 2020**

### **TECH SUPPORT REPRESENTATIVE II - COMCAST CABLE**

- Explained all charges and credits related to invoice.
- Offered opportunity to assist incoming employees.
- Offered a position with the loyalty team.
- Provided technical support for busy call center.
- Answered phones and helped customers with their device issues such as mobile phones.
- Provided technical support for busy call center.
- Answered phones and helped customers with their device issues (phone, TV, or internet problems) .

**2008 - 2013**

### **TECH SUPPORT REPRESENTATIVE - DELTA CORPORATION**

- I received calls from current customers who needed help with trouble shooting their satellite receivers and programming, also helped customers with .
- Also received new customers placing new orders for new accounts, determining what installation would best fit the customers needs.
- Good customer skills, bilingual and fluent speaker and writer in English and Spanish, I always met my goals.
- Skills Used bilingual, good customer service skills, team work, helped fellow co workers with billing calls.
- Tech support call center for Google Android products.
- Deliver world-class customer service outsourcing solutions to leading North American brands, including several Fortune 500 companies.
- Provide technical support of video, internet, and phone services to inbound customers.

## **EDUCATION**

Bachelor of Applied Science in Information Technology - (Southern Polytechnic State University - Marietta, GA)

## **SKILLS**

Microsoft software user, operating mutil phone line systems, Internet navigation, IM messaging.