

ROBERT SMITH

Jr. Tech Support Agent

E-mail: info@qwikresumc.com

Phone: (0123)-456-789

SUMMARY

Highly qualified Tech Support Agent with experience in the industry. Enjoy creative problem solving and getting exposure on multiple projects, and would excel in the collaborative environment on which your company prides itself.

SKILLS

Med Tech, Microsoft Excel, Customer Relationship Management, Microsoft Word.

WORK EXPERIENCE

Jr. Tech Support Agent

ABC Corporation - January 2007 – July 2009

- Assisted with in-house documenting and testing of bug reports.
- Resolved customer complaints and concerns with strong verbal and negotiation skills.
- Displayed courtesy and strong interpersonal skills with all customer interactions.
- Sold products and services.
- Utilized computer technology to handle high call volumes.
- Worked with customer service manager to ensure proper customer service is being delivered.
- Read manuals, periodicals and technical reports to learn ways to develop programs that met user requirements.

Tech Support Agent

Delta Corporation - 2005 – 2007

- Troubleshoot issues concerned with internet connectivity, media streaming, mobile devices.
- Processed Returns, Refunds and Replacements for digital content and hardware devices.
- Received recognition for Top Quality Analysis in the months of May & June.
- Promoted to Specialist role, covering 5 distinct verticals.
- Tech support for apple iOS devices.
- Inbound calls.
- Duties- Helping customers fix devices while keeping a good rapport and building trust and confidence with the customer.

SCHOLASTICS

- Audio Production - (Art Institute of Atlanta - Atlanta, GA)