

ROBERT SMITH

Tech Support Agent II

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Professional Objective - Technical and/or customer support role that allows to utilize unique combination of creativity, critical thinking and philanthropy in a diversified environment conducive to expanding knowledge base.

NOVEMBER 2011 - MAY 2012

TECH SUPPORT AGENT II - ABC CORPORATION

- Served customers by determining their requirements.
- Utilized tools to provide correct information while maintaining a database.
- Answered inquiries by clarifying desired information.
- Achieved 100% to goal ratio in issue resolution researched and explored answers and alternative solutions to issues associated with troubleshooting.
- Served customers by determining their requirements.
- Utilized tools to provide correct information while maintaining a database.
- Enhanced organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

2009 - 2011

TECH SUPPORT AGENT - DELTA CORPORATION

- Accomplished information systems and organization mission by completing related results as needed Improved system performance by identifying problems;.
- Provided in depth internet connectivity technical support to Verizon Online DSL customers over the phone.
- Documented all calls in a ticketing system and issued field service requests when the troubleshooting steps led to that conclusion.
- Highlights Delt with technical problems over the phone with multiple Verizon cell phones, tablets, and mobile Internet devices.
- Worked directly with customers as well as store representatives.
- Helped customers in finding products and plans that best meet there needs Wells Fargo .
- Worked as a technical support agent, handling inbound technical support calls in relation to Verizon Fios services.

EDUCATION

exercise science - 2009(winston-salem state uniersity - Winston-Salem, NC)

SKILLS

Proficient In Microsoft Office Suite, Attention To Detail, Fast Learner, Fax, Typing, Team Building.