

# Robert Smith

## Associate Tech Support Representative

### PERSONAL STATEMENT

Bilingual IT tech with over 6 months experience for a telecommunications company and over four years PC repair experience seeks work environment where quotas and deadlines are met daily. have great computer skills - both hardware and software - and exceptional customer service skills. very comfortable working in fast paced environments where multi-tasking is required, and have experience handling confidential records.

### WORK EXPERIENCE

#### **Associate Tech Support Representative** **Time Warner Cable - August 2015 - 2020**

##### *Responsibilities:*

- Troubleshoot subscriber calls for Video, Internet & Digital Phone Residential customers.
- Provided customer-friendly and proficient technical support to customers using phone, email, chat, and other means of communication.
- Troubleshoot for Internet connectivity issues.
- Managed customer calls effectively and efficiently in a complex, fast paced and challenging call center environment.
- Identified chronic customer issues by creating and maintaining customer complaint log.
- Resolved service, pricing and technical problems for customers by asking clear and specific questions.
- Managed high call volume with tact and professionalism.

#### **Tech Support Representative** **Delta Corporation - 2014 - 2015**

##### *Responsibilities:*

- Proactively facilitated relationship management with assigned clients.
- Delivered world class customer service with each interaction.
- Ability to adjust schedules to provide the extra phone coverage as needed.
- Trouble shooting callers concerns and accurately record them in the data base.
- Technical support representative for the Alltel cellular network.
- Handled large volumes of calls in a speedy and efficient manner.
- Handled time management and numerous systems management on a daily basis.

### Education

Bachelor of Science in Business Administration - (California State University)

### **CONTACT DETAILS**

1737 Marshville Road,  
Alabama  
(123)-456-7899  
info@qwikresume.com  
[www.qwikresume.com](http://www.qwikresume.com)

### **SKILLS**

Web Design, MS Office.

### **LANGUAGES**

English (Native)  
French (Professional)  
Spanish (Professional)

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

Reference - 1 (Company Name)  
Reference - 2 (Company Name)