

# ROBERT SMITH

## Service Desk I

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### SUMMARY

Enlightenment through progressively mastering new technologies and consistently applying to mission critical projects. Common responsibilities highlighted on a Service.

### SKILLS

Desktop Support, Service, Computer Hardware.

### WORK EXPERIENCE

#### Service Desk I

ABC Corporation - March 2013 – October 2013

- Managed tickets within Service-Now CRM supporting Canadian users and projects.
- Created tickets based on information gathered during inbound calls.
- Forwarded tickets to appropriate resolver groups.
- Expedited tickets based on priority Taking inbound calls from users via Cisco IP Communicator.
- Addressed user technical issues on the spot.
- Installed programs and troubleshooting technical issues for users remotely.
- Gathered pertinent information on machines and users on the network.

#### Service Desk

Delta Corporation - 2009 – 2013

- Returns, cleaning , supervisor of cashiers, western union , money orders Skills Used Math, multi task, customer service.
- Open new accounts for customers that where interested in a membership run credit apps answer phones Accomplishments At sams club are job was too get .
- Skills Used Computer skills customer service skills sales skills.
- Clean up my work area, do sales returns, take care of customer problems in a timely matter, lottery, made keys, sold lottery tickets, made online .
- Got good customer recognition, made top 3 cashier Skills Used Multi tasking and having customer etiquette.
- Provided tier one support for the Enterprise Service Desk.
- Managed and processed 25 - 60 Service Desk tickets in a timely manner on daily basis.

### SCHOLASTICS

- General Studies - (Jersey Village High School - Houston, TX)