

Robert Smith

Tech Support Representative

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SUMMARY

Customer Service Representative who maintains a high level of professionalism, patience and efficiency to minimize customer dissatisfaction and increase customer loyalty.

SKILLS

Management, Microsoft, Leadership, Sales, Training.

WORK EXPERIENCE

Tech Support Representative

ABC Corporation - April 2015 – March 2016

- Supported customers having data connectivity issues.
- Provided thorough support and problem resolution for customers.
- Researched, resolved and followed up on customer issues.
- Handled a large volume of phone calls.
- Maintained a calm, professional demeanor when faced with high demand, high volume workloads.
- Researched, documented and escalated cases to higher levels of support according to internal procedures.
- Identified opportunities to upsell product and services.

Tech Support Representative

Delta Corporation - 2010 – 2015

- Inbound/Outbound calls in a call center environment Handled billing inquiries Provided research to customers Provided customer service to customers .
- Assigned and coordinated work projects, such as converting to new hardware or software Modified, troubleshoot, tested, and corrected existing .
- Answer incoming inquiries, respond to customer questions and solve problems according to standardized procedures in a courteous manner.
- Use product information, multiple client tools, client specific reference materials, scripting, advanced technical knowledge, customer service skills .
- Lead customers through documented process of fixing their software, hardware, or network problems.
- Level 2 Technician Online tech support for 2WIRE products, including wireless routers, DSL modems, HPNA networks, USB and Ethernet network connections.
- Support provided for windows 98fe/se, 2000, XP, Mac OS8-10.3.5.

EDUCATION

General Education - August 2001(MacArthur High School - Decatur, IL)