

Robert Smith

Tech Support Agent

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Address: 1737 Marshville Road, Alabama

SUMMARY

Dedicated customer service representative with motivation to maintain customer satisfaction and contribute to company success. Core Strengths Multi-line phone usage Strong client relations Telecommunication skills Courteous demeanor Credit card processing Fast learner Customer service Problem solver Telephone inquiries MS Windows proficient.

SKILLS

Microsoft Word, Excel, Powerpoint, Access, and Call Center.

WORK EXPERIENCE

Tech Support Agent

ABC Corporation - July 2012 – February 2014

- Provided accurate and appropriate information in response to customers inquiries.
- Addressed customer inquiries in a timely and accurate fashion.
- 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 defective devices.
- Deescalated 95% of unresolved problems by escalating to a supervisor if issues is not resolved.
- Enhanced organization reputation by accepting ownership for accomplishing new and different requests.

Tech Support Agent

Delta Corporation - 2010 – 2012

- Answering phones from Cincinnati Bell Customers in regards to checking the date/times of their installation appointments, rescheduling appointments, .
- Customer Service, technical support with highspeed internet, cable, and phone issues, take payments.
- Troubleshooting via live chat, answering incoming inquiries, direct customers through documented process of fixing software, hardware, and network .
- Skills Used Listening, using good judgment, display empathy.
- Provided technical support to customers via phone and email; retained expanding product knowledge, stayed up-to-date with improvements in technology, .
- Used problem solving skills to assist clients with resolving any issues with technical problems that had occurred with any device or issues with plans.
- Used my people skills to ensure that each customer had a comfortable environment and that issues were resolved in a timely manner.

EDUCATION

Psychology Studies - (Kaplan University - Chicago, IL)