

# Tech Support Representative

## ROBERT SMITH

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### Objective

Motivated student pursuing a Bachelor's Degree in Nursing and 3D Graphic Design seeking career opportunities for work force experience. Friendly, outgoing, energetic team player with a hard-working and driven nature. Fast learning ability. Very Detail-oriented and organized. Calm under pressure with excellent phone etiquette.

### Skills

Customer Service, Microsoft Office, Adobe, MS Outlook.

### Work Experience

#### Tech Support Representative

**ABC Corporation** - July 2015 - October 2015

- Solicited feedback and opinions from residents across the United States via telephone surveys on various products.
- Obtained records on behalf of Legal firms, Insurance companies and individual employers from facilities such as Medical offices, School districts and various other employers.
- Provided telephone tech support for tax software customers.
- Assisted customers over the phone and remote desktop connection to document and resolve software issues.
- Upgraded and educated customers on available plans, equipment, and accessories.
- Provided customer service support in the electronics department and other departments as needed.
- Assisted in the day to day care of patients requiring assisted care.

#### Tech Support Representative

**Delta Corporation** - 2014 - 2015

- Position required a high degree of confidentiality.
- Services included transportation to appointments, meal preparation and prevention and/or treatment of illness or disability.
- Call Center Primary responsibilities of customer service and quality assurance in a call center environment.
- Responsibilities Deliver friendly service and support to customers primarily over inbound calls Represent clients in a positive, .
- Taking calls from Cox Communications customers located in various places in the country.
- Troubleshooting technical problems in relation to cable internet or cable TV services.
- Training in support for Windows and Mac email and internet setup and support.

### Education

General studies - (Valley Vista High School)