

ROBERT SMITH

Sr. Tech Support Agent

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Pursue opportunities and challenges to use knowledge and experience acquired in the workplace. Also to learn and develop additional skills which will increase current level of knowledge.

CORE COMPETENCIES

60 WPM, Forklift Operator.

PROFESSIONAL EXPERIENCE

Sr. Tech Support Agent

ABC Corporation - August 2010 – September 2014

Key Deliverables:

- Performed various troubleshooting procedures to correct those issues, as well as placed outbound calls to previous customers to ensure that their .
- Sent out new devices to replace defective devices with mechanical and electrical malfunctions.
- Assisted customers with billing and account questions, as well as educated customers on how to use newer devices via Remote Support.
- Resolved customer complaints via phone, email, mail, or social media.
- Used telephones to reach out to customers and verify account information.
- Greeted customers warmly and ascertain problem or reason for calling.
- Cancelled or upgrade accounts.

Tech Support Agent

Delta Corporation - 2009 – 2010

Key Deliverables:

- Currently work on the Pearson Education account -Taking Emails, Chats, Calls -Work on all cases escalated - Assist & Call Shadow for new training .
- Call center for sprint in the tech department answering inbound calls.
- Assisting the customers with troubleshooting cellphones and also making payments on their accounts.
- Troubleshooting FiOS voice, data, and video services Educate customers on proper product usage Setup service configurations Provide excellent .
- Front-line University Tech Support Provided network and connection support for all users Provided self-help resources for users to enhance their use .
- Customer Service Using computers for various applications Solving difficult situations with the appropriate resolution Call center experience working .
- Troubleshoot data-syncing software for various Operating Systems and hardware devices Assisted customers in recovering lost data for CRMs, backing .

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EDUCATION

- HS Diploma - January 2005(Harnett Central High School - Angier, NC)