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| **SUSAN TOSCADERO**  **POSITION TITLE APPLYING** | City, ST Zip | 123.456.7890 firstlast@gmail.com | linkedin.com/in/FirstLast |

**PROFESSIONAL SUMMARY**

Enthusiastic, proactive, and solution-driven **Position Applying** possessing comprehensive experience providing remote customer technical support within distributed team environments. Highly qualified to drive superior client satisfaction and brand loyalty through inbound and outbound channels. Reputed expertise in resolving complex situations and creating memorable customer experiences.

**CORE STRENGTHS**

Technical Support | Customer Service | Computer and IT | Analysis | Functionality | Operating Systems | Remote Issue Identification | Timely Resolution | Up to Date | Documentation | Pattern Recognition | Internet Savvy Attention to Detail | Detailed Workflows | Multitasking Multiple Windows and Programs | People Skills

**PROFESSIONAL EXPERIENCE**

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| --- | --- | --- | --- | --- |
| **COMPANY NAME | REMOTE** | | **03/2015 - Present** | | |
| **Job Title** | | 05/2018 - Present | | |
| ● | Mention any promotion or positive reason for job change within company | | | |
| ● | Accomplishment | | | |
| o | | Tasks are what you’ve done. Accomplishments are what happened because of your tasks. | | |
| o | | As you would in an interview, use the **STAR method** to turn a task into an accomplishment. | | |
| o | | Write about the **S**ituation, **T**ask, **A**ction, and the **R**esult. | | |
| o | | What were the results of each of your tasks? What was accomplished because you completed that task? | | |
| **Job Title** | | | | |  |
| ● | Mention any promotion or positive reason for job change within company | | | |
| ● | Accomplishment | | | |
| ● | Accomplishment | | | |

**TECHNOLOGY**

**Remote Collaboration Tools:** Zoom, Google Workspace (Chat, Hangouts, Drive), GoToMeeting, GoToWebinar, Dropbox

**Document Software:** Microsoft Office (Word, Excel, PowerPoint, Outlook), Google Drive (Docs, Sheets, Slides)

**Specialized:** Salesforce, Cisco Catalyst, LAN, AD, SCCM, VMware, vSphere, NIST, RMF, Remedy

***Skillfully adopting new technology quickly and independently***

**CERTIFICATIONS**

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| --- | --- |
| **Certification Relevant to Position Applying,** *Name of Entity Certification Was Received From* | **# 123456** |

**EDUCATION**

**Bachelor of Science: *Information Communications Technology,*** Name of University, City, State