

Provided superior customer support & service to Comcast's WiFi customers by answering a full range of customer requests, inquiries, and complaints relating to WiFi services and general inquiries. Answered incoming calls and provide helpdesk support to resolve issues on the server-side and client-side using Retain Helpdesk tool.

- Resolved customer technical issues to ensure all issues are closed in time with the right resolution and highest customer satisfaction.
- Diffused escalated customer situations while setting accurate expectations for issue resolution.
- Documented problems including detection information, diagnostic results, and repair information by utilizing the trouble ticketing system.
- Managed the overall customer call queue to ensure timely response to incoming customer calls.
- Opened tickets and maintained documentation to track tickets through resolution.
- Provided coaching, training new employees on call center operations, troubleshooting techniques, and collaborated on calls with new hires.