

Customer Service Representative Customer Service Representative Customer Service Representative Sumrall, MS Computer Technician with background in imaging, printer installation, memory installation, hard drive installation, motherboard replacement, general troubleshooting, and call-center based customer service. Seeking position with opportunities for expanding upon existing skill base. Authorized to work in the US for any employer Work Experience Customer Service Representative MAXIMUS - Hattiesburg, MS October 2018 to January 2019 Hattiesburg, MS As a Customer Service Representative, I performed the following tasks: Answer calls at high call volume Assist customers with applications Assist callers with any issues they were experiencing Inbound/outbound calls Communicate with health insurance companies Basic computer skills Customer service skills Network Administrator's Assistant Antonelli College - Hattiesburg, MS January 2014 to January 2018 I was tasked with helping maintain and repair all network equipment and PCs. Antonelli had a PC/laptop repair program, where for a modest fee we would diagnose and repair student PCs. I reloaded PCs infected with viruses, and replaced damaged components (screens, keyboards, power jack, etc.). I also handled student orientation, issued student IDs, and end-user tech support as needed. Education Associate's Degree in Information Technology Antonelli College - Hattiesburg, MS 2012 Skills End user support (5 years), imaging (5 years), Imaging software (5 years), Maintenance (5 years), Microsoft office (5 years), Ms office (5 years), Windows 7 (5 years), Windows 8 (4 years), Windows 10 (3 years), Cashier (Less than 1 year), CSR (Less than 1 year), Call Center (Less than 1 year), Customer Support (Less than 1 year) Additional Information SKILLS Network Maintenance Printer Maintenance and Repair Computer Maintenance, End User Support Diagnostic & Repair Familiarity with Microsoft Office Familiarity with the following Suite. Microsoft Operating Systems: Familiarity with Imaging Software Windows XP, Windows Vista, Windows 7, Windows 8, Windows 10

Name: Whitney James

Email: zjennings@example.net

Phone: 001-664-255-0705x6080