



Bower Campbell

CUSTOMER SUPPORT SPECIALIST

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SUMMARY

My starting role was advance technical support chat with AT&T for over 6 years with the Austin, TX team. I would help solve client issues ranging from network outages, device issues, software and teaching clients on how to use their mobile devices. We have recently transitioned to phone support to help with our customer sales/service center with our tech support skills. I have learned and experienced more with the changes the company has gone through. I am ready to use my knowledge and experience to expand my horizons.

EXPERIENCE

Advance Technical Support

AT&T Mobility Services LLC Nov 2012 - Present

My career with AT&T started as Advance technical support in the Austin, TX center. My experiences with the company helped me learn many skills from network, software, client support, and technical troubleshooting.

Technician

American Express Jul 2012 - May 2013

Working for American Express. I was the representative for the Austin, TX area. I was in charge of managing the event from meet & greet, set up with projector screen, Visual projector, sound equipment, served concessions, and taking pictures for the entire event.

EDUCATION

Applied Science Degree

New York Institute of Technology Sep 2010 - Sep 2012

Design and Visual Communications.

SKILLS

- Customer Service
- Critical thinking
- Problem solving
- Adaptability
- Communication
- Teamwork
- Positive mental attitude
- Listening
- Client resolution

LANGUAGES

English



German



French



Arabic

