

Curriculum Vitae

Name: John Smith

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Professional Summary

Experienced technical support professional with strong analytical skills, customer-focused mindset, and proven ability to troubleshoot complex issues in fast-paced environments.

Work Experience

Technical Support Engineer – TechCorp (2022 – Present)

- Troubleshoot system issues and resolve customer cases.
- Collaborate with engineering teams to escalate critical bugs.
- Document solutions and best practices.

Customer Support Specialist – ServicePlus (2019 – 2022)

- Provided phone and email support to international clients.
- Ensured timely case resolution and customer satisfaction.
- Managed administrative tasks and data entry.

Education

B.Sc. in Computer Science – University of London (2015 – 2019)

Skills

- Troubleshooting
- Customer Service
- Problem Solving
- Teamwork
- Windows, macOS, Linux
- Salesforce, Office Suite