

# Professional Experience

## Technical Support Specialist

HP Pavilion, Philadelphia, PA | October 2020 - Present

- ◆ Troubleshoot and resolve 25-35 tier I technical issues on a daily basis for HP desktop and laptop devices, diagnose hardware and software issues, conduct root-cause analysis, and escalate tier II and tier III issues to appropriate personnel
- Generate customer satisfaction ratings of 93% and receive recognition from management for achieving a top-three ranking in resolution times across a 30-person team
- Coordinate with the IT manager and technical support specialists to refine the knowledge base for recurring issues to reduce average **call** times by 5-10 seconds on average

## Technical Support Representative

BestBuy. Philadelphia, PA | May 2019 - October 2020

- Diagnosed and troubleshooted technical issues related to computer devices, delivered **quality customer** service and achieved a 91% satisfaction rating on exit surveys
- Communicated empathetically with frustrated customers to resolve problems and calmly guided them through the technical support process

# Education

## Bachelor of Science (B.S.) Information Technology

Temple University Philadelphia. PA | September 2015 - May 2019

Joseph  
Corbin

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An IT professional with three years of experience specializing in technical support, customer service, and system administration. Adept at communicating effectively with customers to identify ideal solutions to technical issues and ensure client satisfaction.

## Key Skills

- Information Technology
- Technical Support
- **Root-Cause Analysis**
- **Customer** Service
- Hardware Configuration