Byron Romero

Remote Services Engineer - Support.com

Bensalem, PA - Email me on Indeed:

Authorized to work in the US for any employer

WORK EXPERIENCE

Remote Services Engineer

Support.com - 2015 to Present

• Provided technical assistance to customers on inbound telephone tech support calls and chats
• via remote access performed analysis and removal of malware, virus and unwanted software
• guided customers through flow chart troubleshooting of network connectivity issues
• remotely processed installation and configuration of McAfee, Office, Citrix, Windows 10 and Adobe software
• performed printer wireless configuration and OS configurations and tune-up
• completed break/fix on escalated tickets

Mastercard Service Specialist

Verified Mastercard   -   Richmond, VA - 2013 to Present

holder benefits
• Completed lost/stolen card reports, emergency card and cash requests
• Handled call escalations and system issues for management

Customer Service II

City of Richmond   -   Richmond, VA - 2013 to 2013

• Processed payments for utilities, city taxes and parking tickets
• Answered general inquires regarding city and real estate taxes
• settled daily cash drawers and credit card transactions

Recipient Contact Center Representative

Michael C. Fina   -   Long Island City, NY - 2010 to 2012

• Researched and resolved a high volume of customer issues and inquiries received via telephone or e-mail
• Generated reports, processed orders, entered data, resolved inquires

Broadband Specialist

Time Warner Cable   -   Flushing, NY - 2002 to 2007

• Provided real time support for digital cable and internet services
• Answered high volume of calls in timely and efficient manner
• Troubleshot and provisioned phone services over the phone

EDUCATION

Technical Careers Institute - New York, NY
2001 to 2004

SKILLS

Microsoft Office (7 years), Customer Service (10+ years), Technical Support (3 years)

CERTIFICATIONS

CompTIA A+