IOS TECHNICAL CHAT ADVISOR

Summary

Technical Support Representative skilled at resolving complex customer service issues in a timely manner.Computer Repair Technician with 10+ years in technical and customer support roles. Effectively identifies problems using advanced troubleshooting skills.

Highlights

- Accomplished with mobile devices
- Guided Learning
- Proficient in AntiVirus, Printers, PC Security systems

- iOS expert
- Troubleshooting proficiency
- Vast technical knowledge
- Troubleshooting proficiency
- Vast technical knowledge
- Patient and diligent

Experience

iOS Technical Chat Advisor Mar 2015
Best Buy - Traverse City , MI

- Assist customers with Mac Computers and iOS devices
- Work on Mac Computers remotely and screen share as needed
- Set up repair options for customers and their devices
- Troubleshooting steps over chat to resolve the issue
- Learning about the customer's technical ability to best assist them
- Utilize guided learning steps though the entire process
- Consistency to keep my customer satisfaction at 90% and issue resolution at 85%
- Learn new Operating systems for iOS and Mac before they are released
- Continue to follow policies and schedule adherence while working from home

Advanced Repair Agent Feb 2013 to Mar 2015
Astralabs - Palo Alto , CA

- Met with clients to diagnose their computers, phones and tablets
- Updated hardware from video cards, hard drives, ram and power supplies
- Quickly and efficiently repaired 95% of client's computers in one day
- Achieved top turnaround time in the District.
- Top Geek Squad Agent
- Removed Malware, Spyware, viruses and bloatware
- Upgraded computers, and performed backup(s) of Client data
- Diagnosed Hardware issues in laptops, and desktops.
- Installed a wide variety of programs from Anti-Virus to Windows 8.1
- Troubleshot ranges of Hardware and Software compatibility.

Web Designer Jan 2006 to Jan 2013
Houston Medical Research Associates - City , STATE

- Coded website from ground up
- Installed and repaired desktops and laptops
- Created Multimedia business logo independently and efficiently
- Designed custom images and animations
- HTML and CSS coded in Dreamweaver and Notepad for entire site
- Met all project goals
- Medical / Health Data Entry.

Education

2019 Houston Community College

Skills

iOS Troubleshooting Expert, iPad, iPhone, iPod, MacBook Pro and Air, Mac Mini, iMacs, Dreamweaver Knowledge, Anti-Virus, Backup and cloning hard drives, Hardware, CSS, customer satisfaction, Data Entry, desktops, Testing Hard Drives, HTML, laptop repair, logo design, Mac, Windows 98-Windows 10 knowledge, Multimedia design, Operating systems, Replacing/testing power supplies, ram replacement in laptops and desktops, iOS troubleshooting Troubleshooting issues with Mac and PCs, Upgrade, video cards, website design