



Donte Burks

Technical Support Specialist

CONTACT

(713) 585-6137

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6015 Densmore Dr.
Houston, Tx. 77035

SKILLS

Technical Support
Customer Service
Billing
Issue Resolution

EDUCATION

Assoc. Degree
Web Graphic Design
DeVry University
2008 - 2010

Computer Support Spec.
Gary Job Corps
1996-1999

General Education Diploma
Gary Job Corps
1996-1999

CAREER OBJECTIVES: Seeking a position utilizing my knowledge, skills and experience in Computer Support and /or customer Service, which offers opportunities for personal contribution and professional growth.

EXPERIENCE:

- 1 Offering comprehensive experience and expertise in the following areas of responsibility.
- 2 Seventeen years experience Troubleshooting, Problem Solving, and follow-up procedures.
- 3 Proficient in developing excellent relationships with clients and consultants.

Computer Technical Support Representative
Convergys Customer Management Group
12031 North Freeway Houston TX 77060

Computer and Printer Support
Problem Resolution

Internet Support dialup/DSL

Highspeed Internet Support

Team Lead:

Ensured Time card accuracy

Schedule adherence and Attendance

Managed agent profiles across all lines of Business and Projects

Time keeping corrections as needed.

Technical Support Representative – Dr Dish
DISH Network

1701 Fairway Dr • Alvin • TX • 77511

Technical Support

Customer Service

Billing/Sales

Team Lead

The Dump - Discount Furniture Store

10251 North Fwy, Houston, TX 77037

Customer Service

Schedule Management