

Gary Batista
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Skills

Microsoft Office Tool Suite
Troubleshooting hardware and software issues
Excellent communication skills
Problem Solver

Professional Experience

Marriot International - Housekeeping Aide/Customer Service **08/2018 - Current**
Provide excellent customer interactions
Assist housekeeping with laundry and trash
Assist with breakfast in kitchen

Asurion - Technical Support Representative **09/2013 – 12/2017**
Took high volume of inbound calls in a call center environment
Provided support for both hardware and software related issues
Troubleshoot technical issues for Android and IOS devices
Educated customers on how to avoid issues in the future

Dish Network -Technical Support Representative **02/2009 – 08/2013**
Took high volume of inbound calls in a call center environment
Troubleshoot satellite dish issues for customers
Answered programming, billing inquiries and scheduled technician visits for repair

E-Telecare - Customer Service/Technical Support **04/2007 – 01/2009**
Provided customer service and technical support in a call center environment
Answered incoming calls regarding billing, service and technical issues
Input required information into internal database

Education

South Mountain Community College **1998**
General Studies - Associate of General Studies
Visual Arts - Associate of Arts