

TERRENCE DAVIS

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Professional Summary

Dynamic technical support professional with a proven track record at Verizon Wireless, excelling in troubleshooting and customer support. Adept at managing ticketing systems and achieving First Call Resolution. Strong problem-solving skills combined with effective team collaboration ensure high-quality service delivery and operational efficiency.

Skills

- Package sorting
- Inventory control
- Equipment operation
- Safety compliance
- Technical troubleshooting
- Customer support
- Ticketing systems
- Problem solving
- Team collaboration

Experience

Amazon

WAREHOUSE ASSOCIATE | Haslet, TX | 10/2021 to Current

- Amazon Water Spider
- Load Trailers w/pallet jack.
- Manage package staging area.
- Allocate and sort packages w/scan gun.

Asurion

REMOTE - TECHNICAL SUPPORT REP. | Orlando, Florida | 06/2020 to 06/2021

- Provide End-User technical support
- Troubleshooting (printers, laptops, desktops, mobile phones,)
- I worked with and gained experience in Virtual Machine environment.
- I was able to answer and route up to 30 -50 calls daily
- Gained experience troubleshooting remotely.

Verizon Wireless

TECHNICAL SUPPORT REPRESENTATIVE | 10/2008 to 04/2014

- Performed troubleshooting/technical support (modems, hotspots, signal loss, etc.)
- Performed Ticketing (Ticketing System used: Remedy)
- Provided end-user and mobile device support.
- Graduated to Tier II support, perfect attendance, and First Call Resolution metric obtained.
- Graduated to Team Lead from Tier II support.

Education

Bachelor of Science
Western Governors University, Salt Lake City, UT
Cloud Computing, Expected in 01/2027

A.A.S.
Tarrant County College, Fort Worth, TX
Information Technology: Cybersecurity, 05/2024

Certifications

CompTIA A+

Websites

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