

# ROBERT SMITH

## Director of Technical Support

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A highly motivated and hardworking individual who knows how to produce customer and client satisfaction under difficult time deadlines. I have completed 10 years of support management with a fast growing outsource technical support company. I started as an agent and received several promotions until I reached a senior support management position, working directly with the president of the company.

## EXPERIENCE

### Director of Technical Support

#### ABC Corporation - 2012 - 2015

- Successfully managed the activities of 6 team members in multiple locations.
- Monitored the daily activities and call monitored customer support team for quality assurance.
- Developed, implemented and monitored programs to maximize customer satisfaction by working with development team on enhancing our products.
- Identified beneficial product opportunities for existing customers and communicated and collaborated with the sales team.
- Responded to 60 to 80 calls per day and handled high escalated calls.
- Resolved technical support issues within identified timeframes.
- Knowledgeable in print image, UB04, ANSI 837P 4010 & 5010, ANSI 837I 4010 & 5010, NSF and 835.

### Director of Technical Support

#### Delta Corporation - 1995 - 1997

- Responsible for the customer service department for four vertical markets Healthcare, Credit Union, Government and Commercial; including all .
- This position demanded a comprehensive developer level understanding of the applications design/deploy concepts and ongoing maintenance and service .
- Investigated new technologies/products as needed and brought them to the forefront to determine the viability of such technologies as required to .
- Provided hands-on support for faculty of the College of Arts and Sciences in a variety of microcomputer applications.
- Assisted in strategic planning and grants development for the college Conducted informational seminars in microcomputer applications for its faculty.
- Responsible for overseeing and introducing new technology in multiple sites (9), trouble shooting, training, continuous improvement, lean.

- Vice President of Tech Services.

## **EDUCATION**

- MS

## **SKILLS**

Director Of Technical Support, Planning Skills.