ROBERT SMITH

Lead Electronics Associate

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SUMMARY

Detailed-oriented and thoughtful computer technician with more than 8 years preparation to excel in the computer field and contribute to organizational objectives. Strong technical skills with more than 10 years of hands-on experience in the computer maintenance area. Seeking a position where my skills, experience and strong dedication can be used to advance the IT responsibilities and goals of the organization.

CORE COMPETENCIES

Basic soldering, network infrastruction installation.

PROFESSIONAL EXPERIENCE

Lead Electronics Associate

ABC Corporation - March 2011 – March 2015

Key Deliverables:

- Responsible to maintain displayed computers in working conditions.
- Assisted customers with their questions and requests on the various systems and products, providing details and benefits each one have, as well as, safety and vulnerabilities concerns.
- Provided recommendations on the appropriate protection software that suits their needs, including anti-viruses, spywares, malwares and others.
- Provided assistance on non-routine or difficult PC hardware and software when the situation is beyond the scope of local level Help Desk personnel.
- Responsible for the routine change of all computers authentication password.
- Assisted in the cell phones activation for different carriers including Sprint, T-Mobile, AT&T and Verizon wireless.
- Provided demonstration of the features and coverage of each phone using the most current technology.

Electronics Associate

Delta Corporation - 2010 – 2011

Key Deliverables:

- Writing Invoices, Checking Voicemail, Creating Counseling Notes, Managing Intake Sessions, Scheduling appointments, Managing in- home counselors, .
- Restock Shelves Assist Customers Unload Trucks.
- Wal-Mart was my first job where I learned customer service and cross sales.
- Won tiny awards and had plenty of compliments because of my service.
- Was expected to know different products, be able to deal with phone contracts, help with internet orders, cashier and also stocking the department .
- Sold Electronics, and made sure the customers were well informed about our products.

2259 Oak Street, Old Forge, New York, 13420

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- Insured our customer satisfaction and was able to sell the products by knowing our products well.

EDUCATION

Bachelor's- (John Tyler Community College)

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