

ROBERT SMITH

Geek Squad Agent II

info@qwikresume.com | <https://Qwikresume.com>

Diverse experience in the customer service, hospitality and communication industry. Interested in event planning , public relations or communication positions.

SEPTEMBER 2014 - MARCH 2015

GEEK SQUAD AGENT II - ABC CORPORATION

- Engage customers using selling skills to provide solutions to their technology challenges.
- Working with customers hands-on to help them understand the issues with their hardware and helping to implement a plan of action to resolve them.
- Educating customers on the proper use, care and security of their hardware.
- Work with the sales team, explaining services and technology to help them achieve business goals.
- Troubleshooting & repair of Windows and OSX based systems such as laptops, tablets, and desktop computers as well as Android and iOS-based devices.
- Cosmetic repairs such as laptop screens, keyboards, computer towers, iPhone screens and more.
- Advanced security and threat removal on Windows, OSX and Android-based devices.

2009 - 2014

GEEK SQUAD AGENT - ABC CORPORATION

- Complete installations to Geek Squad quality of standards both independantly or with a team for more complex jobs.
- Write cost estimates for all jobs including custom estimates.
- Provide leadership and technical guidance for all Cadets and Agents.
- Clearly communicate the scope of projects with clients.
- Demonstrate strong customer service skills while representing Geek Squad during an installation or repair.
- Train new employees during Best Buy acquisition.
- In-store sales and recommendations to customers during purchase..

EDUCATION

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SKILLS

Windows Server, Web Applications, Apache, Ubuntu.