

Robert Smith

Geek Squad Consultation Agent I

PERSONAL STATEMENT

A highly motivated, talented and detail-oriented Technical Support/Customer Service representative with more than 5 years of experience in the mentioned field.

WORK EXPERIENCE

Geek Squad Consultation Agent I ABC Corporation - May 2011 - June 2014

Responsibilities:

- Greeted clients, listen to the problems or questions they have, apply quick fixes or education if possible, check clients technology into our system .
- Worked on the sales floor.
- Responsible for Computer troubleshooting and consultation with clients.
- Responsible for Computer diagnostics and repair.
- Responsible for Software installation, data migration, virus removal.
- Responsible for Customer Service, returns, protection plan fulfillments.
- Engaged customers using selling skills to provide solutions to their technology challenges.

Geek Squad Consultation Agent Delta Corporation - 2007 - 2011

Responsibilities:

- Work with the sales team, explaining services and technology to help them achieve business goals.
- Consistent, high-quality work lead to 12 National Promoter Survey comments with my name in January 2014.
- Developed an approachable, friendly demeanor which puts clients and co-workers at ease.
- Will do what it takes to get the job done right in a positive manner on a consistent basis.
- Cultivated my ability to prioritize and identify team goals while maintaining high quality individual work.
- The needs of the many outweigh the needs of the few.
- Strengthened my ability to build and maintain positive client relations while exceeding their expectations.

Education

Networking Administration - 2012(Lake Washington Institute of Technology - Bellevue, WA)

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

IOS, Networks, Data
Entry, Time
Management.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company
Name)
Reference - 2 (Company
Name)