

# ROBERT SMITH

## PC Repair Technician

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### SUMMARY

PC Repair Technician with 3 years of experience in answering to customer inquiries, providing cost estimates, and visiting users at home, upgrading hardware and software, performing repairs, etc.,.

### CORE COMPETENCIES

Microsoft Office, Time Management, Networking, Technical Skills.

### PROFESSIONAL EXPERIENCE

#### PC Repair Technician

**ABC Corporation - March 2014 – July 2015**

##### Key Deliverables:

- Oversaw the daily operations of computer systems.
- Analyzed technical issues and solved concerns quickly and efficiently.
- Performed on-site repair and preventive maintenance on PCs and peripherals.
- Customized desktop hardware to meet user specifications and site standards.
- Documented PC and other hardware issues and resolutions in the ticketing system.
- Orchestrated workstation setups.
- Able to mechanically dismantle, test, and assemble units with the ability to isolate and identify unusual symptoms and failures.

#### PC Repair Technician

**Delta Corporation - 2017 – 2018**

##### Key Deliverables:

- Experience directly repairing and troubleshooting a variety of PC brands. Ability to read and interpret technical documentation, to include work.
- Embraced challenges; find solutions, work under tight customer deadlines.
- Used the process of elimination, utilize diagnostics tools and online resources to identify issues.
- Contracted to repair an outstanding backlog of small modular PCs for Home Depot that was long overdue for repair Performed bench servicing.
- Developed and maintained positive customer relationships.
- Troubleshoot hardware issues for customers to facilitate repairs.
- Supported customers having data connectivity issues.

### EDUCATION

BA In PC Repair

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