



OLIVIA SMITH

Easy Tech Associate III

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PROFESSIONAL SUMMARY

Tech-savvy professional with 2 years of experience in delivering comprehensive technical support and solutions. Proficient in troubleshooting hardware and software issues while enhancing customer satisfaction. Eager to apply problem-solving skills and technical expertise to drive operational efficiency and contribute to team success.

WORK EXPERIENCE

Easy Tech Associate III 📅 Jun / 2024-Ongoing
Maple Leaf Consulting 📍 Toronto, ON

- 1. Maintained a clean and organized store environment to enhance customer experience.
- 2. Acquired in-depth knowledge of products across technology and office supply sectors.
- 3. Engaged with customers in person and via phone to deliver product information and support.
- 4. Processed orders and addressed customer complaints efficiently.
- 5. Promoted additional services and products to customers, boosting sales.
- 6. Conducted diagnostic tests to identify causes of product malfunctions.
- 7. Assisted customers in selecting merchandise based on their needs.

Easy Tech Associate 📅 Jun / 2023-Jun / 2024
Cactus Creek Solutions 📍 Phoenix, AZ

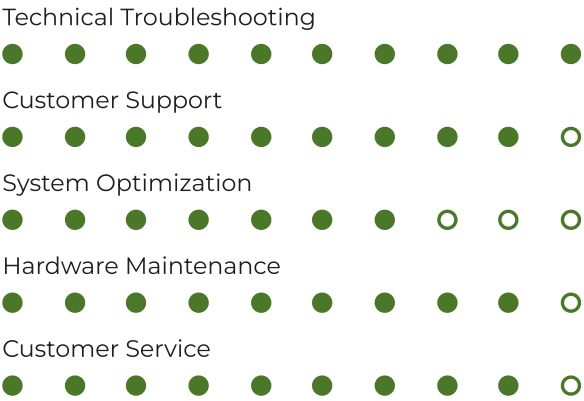
- 1. Provided IT support to individual and business clients, ensuring high satisfaction rates.
- 2. Executed repairs on PCs and office equipment with a focus on quality service.
- 3. Utilized A+ certification skills to troubleshoot and resolve technical issues.
- 4. Managed inventory and assisted customers at the cashier station.
- 5. Collaborated with team members to maintain department standards and cleanliness.

EDUCATION

Associate of Science in Computer Science 📅 Jun / 2022-Jun / 2023
Tech University 📍 Santa Monica, CA

Focused on foundational computing principles and technical support methodologies.

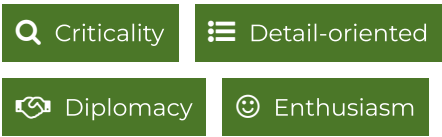
SKILLS



INTERESTS

- 🎨 Art
- 🧘 Volunteering
- 🌲 Hiking
- 🧘 Yoga

STRENGTHS



LANGUAGES



ACHIEVEMENTS

- ★ Resolved 95% of customer technical issues on the first call, enhancing satisfaction.
- ★ Implemented a new inventory tracking system, reducing product retrieval time by 30%.
- ★ Awarded 'Employee of the Month' for outstanding customer service and technical support.