

Robert Smith

Senior Support Specialist/Executive

CONTACT DETAILS

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

SKILLS

Billing, Computer.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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

PERSONAL STATEMENT

10 years of experience supporting Point of Sale applications and hardware. 5+ years' experience working with Dell Servers. Microsoft, Network and A+ Certified Technician.

WORK EXPERIENCE

Senior Support Specialist/Executive Datascap Inc - August 2008 - 2020

Responsibilities:

- Setup, training, and troubleshooting the following + Nuance Dragon speech recognition + Carestream PACS + TRIS (radiology information system).
- Interacted with vendors to maintain voice/data communication for all corporate phones, cell phones, pagers, calling cards and remote location.
- Scheduled and maintained batch jobs on DEC/VAX, HP UNIX.
- Troubleshot issues at customer locations on-site and over WAN in the United States.
- Conducted conference calls with Field team to troubleshoot and recommend changes, and updates to database systems and processes.
- Recruited and assembled team of six customer service representatives to provide stellar service to 300+ remote locations.
- Negotiated contracts and vendor services; approved all department expenditures and negotiated with Landlords on related costs.

Senior Support Specialist Delta Corporation - 2005 - 2008

Responsibilities:

- Provided quality customer support by determining overall customer needs.
- Responded to critical business issues within a reasonable turnaround time.
- Developed solutions to complex problems through extensive investigation, research, and integration of existing product knowledge.
- Collaborated extensively with all levels of Technical Support, Quality Assurance, and Development teams on current issues for continuous application .
- Accept inbound calls with responsibility to see pager service.
- Completed pager activations, handle customer issues and troubleshooting pager problems Serve as an initial point of escalation for programming and .
- Provide and atmosphere of understanding acceptance and an invitation to growth by combining treatment, residential and educational services so that .

Education

Bachelor of Science in Computer Science - (Southern Polytechnic State University - Marietta, GA)