

Senior Support Specialist/Representative

ROBERT SMITH

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Objective

To obtain full-time position that will utilize analytical skills and work experience.

Skills

Excellent time management, communication and organizational.

Work Experience

Senior Support Specialist/Representative

Marc Fisher Footwear - May 2012 – 2020

- Guided towards a sense of responsibility and service, to the strengthening of interpersonal and family relationships, and promoting.
- Exceeded customer satisfaction goals of 90% annually.
- Developed and implemented service standards and measurements.
- Actively participated on emergency calls to resolve site issues (power outages, closures).
- Led and facilitated all aspects of the FM Annual Training Conference.
- Supported end users of Datascares Web Based Point of Sale application.
- Configured Windows Operating Systems.

Senior Support Specialist

Delta Corporation - 2009 – 2012

- Document adverse reactions from consumers and customers via telephone and email correspondence Participate in training of employees through live .
- Processed accounts payable and accounts receivable prepared end-of month-accounting reports investigated and resolved account discrepancies by .
- Brought on board to provide support for the foundations hardware and software infrastructure Responsibilities include Helped maintain servers, data .
- Provided effective and consistent technical support.
- Researched technical solutions.
- Provided technical support to end users, VARs and Symbol Associates on 802.11 RF Network, Scanner and hand held data terminal products Performed .
- Troubleshoot and resolved web application issues escalated from customer support and other departments with a 100% success rate.

Education

Information Technology - (Sacred Heart University - Fairfield, CT)