

Service Desk Specialist I

ROBERT SMITH

Phone: (123) 456 78 99
Email: info@qwikresume.com
Website: www.qwikresume.com
LinkedIn:
linkedin.com/qwikresume
Address: 1737 Marshville Road,
Alabama.

Objective

To obtain a challenging employment opportunity in which can utilize excellent management ability, human resource skills and current technological understanding to achieve great customer service.

Skills

Proficient in Microsoft Word, Excel, Office, Outlook.

Work Experience

Service Desk Specialist I

ABC Corporation - October 2009 - September 2010

- Handled a high volume of inbound calls of users with PC / Server / Printer / Network problems.
- Identified customer concerns or issues and resolved them, or escalated to the next level of support when necessary.
- Created and resolved tickets using the CA Service Desk Incident Management tool.
- Troubleshoot end-users software related problems via telephone support.
- Troubleshoot computer system problems and provide solutions using specific system utilities, and other available resources.
- Proactively seek out solutions to less common problems, develop workarounds for customer problems, and attempt to troubleshoot.
- Utilize resources such as knowledge base, white papers, websites, and resolved ticket information and help tools to locate solutions to documented problems.

Service Desk Specialist

ABC Corporation - 2006 - 2009

- Assist customers with special orders and installed sales, online and in-store.
- Describe features and benefits of merchandise for the customers level of expertise.
- Follow up with customers and vendors via telephone when appropriate.
- Customer service.
- Taking and placing phone calls to ensure customers and vendors on their orders.
- Filling paper work pertaining to customers orders.
- Updating computer system on customers and vendors online and in-store orders daily..

Education

Bachelors in Computer Science - (Bayamon Central University - Bayamon, PR)