

Support Representative

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

Receiving inbound calls for order placement Build connection with customer while effectively de-escalating any issues that arise, Answer inquiries while maintaining and updating customer database.

Skills

People Soft, Accounts Payable, Customer Service.

Work Experience

Support Representative

ABC Corporation - 2014 - 2015

- Teaching clients how POS software works in one-hour training sessions while setting up and annual follow-ups to ensure the clients happiness.
- Installing our POS software on however many stations the facility would have.
- Drivers for receipt printers, cash drawers, display poles, and card swipers.
- Troubleshooting glitches in our software as well as submitting tickets to our development department regarding issues in the software.
- Testing our softwares compatibility with different internet browsers and OSs.
- Personally handling my own accounts that are assigned to me and ensuring customers satisfaction with the software.
- Completed two-week training Successfully worked through three "Back to School" seasons, managing tickets daily.

Support Representative

ABC Corporation - 2010 - 2014

- Was a member of the Sears Voice Project Office.
- Sears was my only customer.
- As a Field Service Representative, I performed remote diagnostics and remote software fixed when possible on ROLM telephone systems for the Sears and Discover Card networks.
- If a hardware fix was needed, I would advise the field technicians as to the problem.
- Also assisted service technicians in the field with software help when needed.
- As a Software Support Representative, I performed routine and non-routine remote software changes on ROLM telephone systems for Sears and Discover Card networks.
- Advised service technicians and customers as to software solutions..

Education

ROP Cosmetology-Diamond Springs - 2000(El Dorado High School - Placerville, CA)