

ROBERT SMITH

Support Representative/Technician

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Extensive background in sales and customer service. Wish to expand those skills with next employer, have demonstrated leadership skills in previous positions.

CORE COMPETENCIES

Leadership Training, Hard Working.

PROFESSIONAL EXPERIENCE

Support Representative/Technician

ABC Corporation - February 2014 – August 2016

Key Deliverables:

- Performed remote diagnostics and remote software fixed when possible on ROLM telephone systems for the Sears and Discover Card networks.
- Assisted service technicians in the field with software help when needed.
- Performed routine and non-routine remote software changes on ROLM telephone systems for Sears and Discover Card networks.
- Advised service technicians and customers on software solutions.
- Provided support in the counseling department on IT issues throughout the year.
- Learning Community Support Technician Gaithersburg, MD International Perform all necessary computer maintenance and software installation.
- Provide on-call support for The Learning Community International.

Support Representative

ABC Corporation - 2012 – 2014

Key Deliverables:

- Teaching clients how POS software works in 3 one hour training sessions while setting up 1,3, 6, and annual follow ups to ensure clients happiness.
- Installing our POS software on however many stations the facility would have.
- This would be our software as well as 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.
- Websystem3.

EDUCATION

2259 Oak Street, Old Forge, New York, 13420

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