

Robert Smith

Support Representative/Co-ordinator

PERSONAL STATEMENT

Support Representative with technical and customer support roles. Support Tech with Geological & Geophysical Computerized Drafting experience, well spotting, contour digitizing, seismic plotting.

WORK EXPERIENCE

Support Representative/Co-ordinator

ABC Corporation - September 2008 - October 2015

Responsibilities:

- Handled a large volume of phone calls, chat, and emails for our filing software.
- Created a new account, reset passwords and configured access for users.
- Assisted customers with technical issues via email, live chat and telephone, also provided support via screen sharing.
- Conducted training webinars weekly for new clients, or after significant product upgrades via GoToMeeting.
- Assisted in maintaining documentation for common processes for both support staff and end-users.
- Assisted in implementing our software onsite and offsite. Taking phone calls and filling out service tickets, creating and unlocking user accounts.
- Control sales floor operations as well as inventory responsibilities.

Support Representative

ABC Corporation - 2005 - 2008

Responsibilities:

- Provide first level support to users of DOS and Access database applications for the facilities management industry on Windows 95, Windows 3.1 and DOS platforms.
- Duplicate issue, determine solution or forward to second level support as appropriate, and provide solution to user.
- Troubleshoot handheld data collection scanners and issue return authorization for repair if needed.
- Basic Access maintenance tasks as used in troubleshooting data issues and basic report writing.
- Basic Crystal Reports experience.
- QA testing of new application versions as assigned..
- This is Dummy Description data, Replace with job description relevant to your current role.

Education

High School Diploma in General - (Frankfurt American High School)

CONTACT DETAILS

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

SKILLS

Computer, Typing,
Microsoft Office, ADP
Payroll.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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