

ROBERT SMITH

Tech Support Agent

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

SUMMARY

Creative and intuitive individual with the ability to learn varying tasks. Self-taught musician, having learned multiple instruments such as guitar, drums and bass.

CORE COMPETENCIES

Photoshop, Indesign, Dreamweaver, Illustrator, Ms Word, Law Enforcement, Security, Fork Lift Operator.

PROFESSIONAL EXPERIENCE

Tech Support Agent

ABC Corporation - January 2014 – March 2015

Key Deliverables:

- Take inbound phone calls to help customers who are having troubles with their phones, I troubleshoot if they cant make or receive calls or text, cant access the internet, provide the information if they have any concerns about their bill.
- Overall to make sure that they have a good customer experience with at&t, and to make sure that their concerns an problems are resolved from what they called in for an more.
- Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary.
- Perform data backups and disaster recovery operations.
- Plan, coordinate, and implement network security measures to protect data, software, and hardware.
- Monitor network performance to determine whether adjustments need to be made, and to determine where changes will need to be made in the future.
- Gather data pertaining to customer needs, and use the information to identify, predict, interpret, and evaluate the system and network requirements.

Tech Support

ABC Corporation - 2013 – 2014

Key Deliverables:

- u Served as the on-site representative of the Districts Technology & Information Services Department (TIS), at the school/building level, in providing first & second-level technical service and support liaison in the areas of instructional integration, networking, multimedia, and informational services.
- u Responsible for managing the day-to-day installation, maintenance, and repair/resolution of technology investment for entire school/building assigned, involving approximately 200+ computers, 10 wireless access points, 10-20 printers, scanners, LCD projectors, Smart Boards, digital cameras, digital camcorders, A/V equipment, iPad and other equipment.

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- u Created system generic imaging process, thus unifying the installation base for all hardware.
- u Created unintended installation scripts, which saved time, manpower and resources.
- u Performed failure analysis of operating systems, presented recommendations for Improvement, and implemented corrective actions.
- u Troubleshoot and resolved common types of Local Area and Wireless network problems.
- u Served on schools committees related to technology and computer systems support..

EDUCATION

- - (DR.PHILLIPS HIGH SCHOOL - Orlando, FL)