

ROBERT SMITH

Tech Support/Desktop Support

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Hard worker and work well with others. Always strive to do my best and go above and beyond. Interested in an administrative and clerical job.

EXPERIENCE

Tech Support/Desktop Support

24/7 In Touch - MAY 2016 - 2019

- Recommends potential products or services to management by collecting customer information and analyzing customers needs.
- Resolves products or service problems by clarifying the customers complaint.
- Maintain and create customers records by updating account information.
- Attracts potential customers by answering product and service inquiries, also suggesting information about other products and services.
- Troubleshooting a variety of devices such as Roku devices, Apple devices, Android devices, and Amazon devices Data Entry.
- Troubleshooting technical issues associated with the Showtime streaming app websites.
- Promptly responding to emails and live chats from customers.

Tech Support

Harland Clarke - 2013 - 2016

- Answered inbound phone calls to help members of Campus USA Credit Union get re-enrolled in the new online banking system.
- Also helped members get their accounts unlocked.
- And I also helped get them set up for mobile banking on their phone with the new mobile banking app.
- If members had any problems with the new online banking system I would send out a VOC (voice of the customer) up to higher management so that we could get that problem resolved for the member.
- Also helped members clear cookies on their computer so that when they enrolled in the new system their computers would let them enroll and forget all the previous information from the old Campus USA website.
- Also helped them register their device and I also got members a Secure Access Code so that the website would be able to verify who was enrolling.
- Was also able to reset passwords for members who may have forgotten them or didnt create one but were already enrolled in the

online banking system..

EDUCATION

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SKILLS

Customer Service, Data Entry, Call Center, Microsoft Office, Secretarial, Insurance Verification.