

# ROBERT SMITH

## Tech Support Agent I

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

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### SUMMARY

Seeking a challenging position in translation, and to be the leading source of information and guidance regarding Translation.

### CORE COMPETENCIES

Inbound technical support, retention , customer service both in person and over the phone, interpersonal , internet, email. Inventory management, time management, critical thinker,.

### PROFESSIONAL EXPERIENCE

#### Tech Support Agent I

**ABC Corporation - August 2009 – September 2010**

##### Key Deliverables:

- Assisted Supervisor with achieving team/group goals in customer satisfaction.
- Experienced configuring a wide variety of routers including setting up static ip addresses and port forwarding.
- Inbound tech tier, GeekSquad tech support for computing services.
- Troubleshoot quick fixes.
- Followed scope of work.
- Dispatched to remote support, used multiple computer screens and apps like Remote Logmein, Breeze, Agent WorkBench followed script and procedures.
- Processed sales tickets and home orders.

#### Tech Support Agent

**Delta Corporation - 2008 – 2009**

##### Key Deliverables:

- Collected customer feedback and made process changes to exceed customer satisfaction goals.
- Made reasonable procedure exceptions to accommodate unusual customer requests.
- Maintained up-to-date records at all times.
- Trouble shoot apple products.
- customer service...
- Tech Support Floor For Mlb.Com And Huawei Device Job Duties Include Troubleshooting complex technical issues being experienced by the customer using .
- Provided technical support for customers with cable and internet connectivity problems in a fast-paced call center environment.

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### EDUCATION

Diploma - 2008(Tulsa Community College)

