

Tech Support Specialist

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Objective

Customer service management where experience can be utilized to improve customer satisfaction work very well with computers answering phones so would like to expand experience outside of fast food industry.

Skills

Technical Support, Customer Service , Microsoft Outlook, Lync, Microsoft Powerpoint, Moderate Microsoft Excel, Coaching And Developing.

Work Experience

Tech Support Specialist

Convergys-AT&T Digital Life - 2019 - 2020

- Troubleshooting any device that has malfunctioned.
- Scheduling technicians if one needed.
- Updated permit information for dispatch.
- Processed payments.
- Retrieved log in information for our website assisted customer with customizing automation programs.
- Placed orders for new equipment.
- Disputed false alarm fines and filing damage claims.

Tech Support Specialist

Delta Corporation - 2007 - 2010

- Handling the quick repairs of variety of computer issues.
- Hardware and/or Software issues.
- Backing Cashiers when needed Assisting with stocking merchandise throughout the store.
- Answer phones ,bill transactions,promo sales, customer care etc.
- Have the training made it through quality, I always have great feed back from the customer who are ready to Churn which means leave our Company.
- Diagnosed hardware and software related problems for customers over the phone.
- Assisted customers in the correction of configuration problems.

Education

diploma - 1992(Rockdale County High School - Conyers, GA)