

## Objective

Strong personal social skills with the ability to adapt to working environment any new job tasks. Experience in variety customer service and tech support related scenarios comfortable working with customers over phone or in person. Excellent computer skills knowledge SQL database management, Visual FoxPro. Skilled learning new concepts quickly, working well under pressure, communicating ideas clearly.

## Skills

I have over 14 years experience in the Wireless industry. .12 of which are in management ...

## Work Experience

### Tech Support Specialist III

**ABC Corporation** - 2012 – July 2013

- 012- Work as tech support specialist, supporting our utility billing software applications, CBSW and UMS.
- Present CBSW is Visual FoxPro based application and UMS managed via SQL Database.
- Troubleshoot general tech issues for both applications per a call log.
- Issues may range from various technical issues, bug fixes, updates for our software applications or may require actual utility billing assistance, such billing, financial reporting, etc.
- Assisted with implementation of our newest product, CUSI Web Portal (CWP), a Sharepoint-hosted web customer portal for clients providing features services to allow their billing customers to pay their bills online, view usage reports, update their customer data.
- Experienced in database management in SQL Server Management Studio and Visual FoxPro.
- For SQL, wrote and deployed scripts that used SELECTs JOINS to locate data errors, inconsistencies, customer errors, possible application bugs.

### Tech Support Specialist III

**Delta Corporation** - 2010 – 2012

- Troubleshoot basic internet connections for home and business customers.
- Helped set up new accounts as well as configuring static IPs for business accounts.
- Customer Service Device Support Manage Accounts Technical Instruction MC Word/ MC Excel.
- troubleshoot cellular devices, view customer accounts, adjust or view bills, accept payments.
- Answer user inquiries regarding computer software or hardware operation to resolve problems.
- Enter commands and observe system function to verify correct operations and detect errors.
- Skills Used Customer service Problem solving.

## Education

B.A. in Political Science - (Arkansas State University - Jonesboro, AR)