ROBERT SMITH

Tech Support Specialist II

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obtain full-time position as Developer and enhance skills have obtained throughout years and also in school tenure. Also bringing great attitude willingness to learn and take in all knowledge that will help me succeed.

2002 – 2015

TECH SUPPORT SPECIALIST II - ABC CORPORATION

- Took an average of 100 calls per day-100% phone support.
- Used troubleshot and supported Lotus Notes.
- Troubleshot Networked through Rumba to retrieve info reset passwords.
- Used VPN to reset passwords for Windows Verified agents information for security purposes and gave out new IDs.
- Troubleshot and supported MS Office.
- Backed up Word files for agents.
- Used Net Op remote to obtain IP address to remote access their computers.

2010 – 2012

TECH SUPPORT SPECIALIST II - DELTA CORPORATION

- Manufacturing - Other Perform duties in call center environment, For the Tempur Pedic bed company.
- Assisted customers in identifying bed malfuncioning by troubleshooting and diagnosing parts.
- Sent parts to correct technical issues.
- Customer Service Resolved technical issues Billing issues regarding account Typing skills Follow up with customers Microsoft Word/Excel/Outlook .
- Take phone calls and help customers with any phone issues they had.
- Skills Used Typing fast, being focused on phone calls and helping customers.
- Senior Technician, Bloom Technology, Addison, TX PC Software/Hardware Support Specialist, Dallas, TX PC Coordinator, Contract Freighters, Inc., .

EDUCATION

Associates in Multimedia and Web Design - 2013(DeVry University - Irving, TX)

SKILLS

Excel, Word, Powerpoint, Customer Service, Data Entry, Event Planning, Fax, Hiring.

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