



BENJAMIN LEE

Technical Support Operator

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PROFESSIONAL SUMMARY

Dedicated Technical Support Operator with a decade of experience in resolving complex technical issues and enhancing customer satisfaction. Proven ability to provide exceptional support by effectively troubleshooting problems and implementing solutions. Excited to contribute my expertise in a fast-paced environment that prioritizes technical excellence and user experience.

WORK EXPERIENCE

Technical Support Operator

Pineapple Enterprises

📅 Mar / 2019-Ongoing

📍 Santa Monica, CA

1. Provided technical support to clients, resolving issues promptly and effectively.
2. Documented customer interactions and technical issues in the CRM system for future reference.
3. Conducted remote troubleshooting and guided users through step-by-step solutions.
4. Collaborated with cross-functional teams to improve product functionality based on user feedback.
5. Trained customers on software usage and best practices to enhance user experience.
6. Analyzed support data to identify trends and proactively address potential issues.
7. Maintained a high level of knowledge regarding company products and services to provide accurate support.

Technical Operator

Silver Lake Enterprises

📅 Mar / 2015-Mar / 2019

📍 Seattle, WA

1. Performed system diagnostics to identify and resolve hardware and software issues.
2. Ensured timely updates and maintenance of support documentation and knowledge base.
3. Managed escalated support cases to ensure swift resolution and customer satisfaction.
4. Implemented process improvements that enhanced service delivery and reduced downtime.

EDUCATION

Bachelor of Science in Information Technology

Tech University

📅 Mar / 2012 - Mar / 2015

📍 Portland, OR

Focused on network systems and customer support methodologies.

SKILLS

Technical Reporting



Software Proficiency



Regulatory Compliance



Customer Support



Training And Mentoring



INTERESTS

🎨 Art

🤝 Volunteering

🌲 Hiking

🧘 Yoga

STRENGTHS

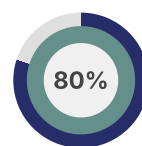
🔍 Criticality

☰ Detail-oriented

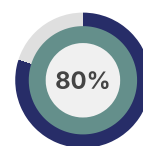
🤝 Diplomacy

😊 Enthusiasm

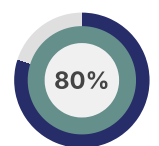
LANGUAGES



English



Arabic



Japanese

ACHIEVEMENTS

★ Resolved over 95% of customer inquiries on the first contact, improving service efficiency.

★ Developed a comprehensive troubleshooting guide that reduced average resolution time by 30%.