

ROBERT SMITH

Technical Support Intern

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SUMMARY

Friendly and Enthusiastic Technical Support Intern with specialization in Customer Service and Management. Able to learn new tasks quickly and proficient in growing key customer relationships. Represent establishment with friendly, professional demeanor at all times. Looking to secure a position that will enable me to utilize my strong communication & organizational skills, customer service background and my ability to work well with people, while being innovative, resourceful, and will provide professional growth.

SKILLS

Microsoft Office, Microsoft Visio, Rational Rose, Inkscape, JIRA, Jitter Bit, Demand Tools, SharePoint, Service Now

WORK EXPERIENCE

Technical Support Intern

ABC Corporation - July 2016 – October 2016

- Provided customer service by greeting and assisting customers, and responding to customer inquiries and complaints.
- Received payments by cash, check, credit cards, vouchers, or automatic debits.
- Operated office equipment, such as fax machines, copiers or phone systems and arrange for repairs when equipment malfunctions.
- Organized or worked with detailed office or warehouse records using computers to enter, access, search or retrieve data.
- Contact insured or other involved persons to obtain missing information.
- Conferred with customers by telephone to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Kept records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions, are taken.

Technical Support

ABC Corporation - November 2015 – May 2016

- Troubleshoot and resolved the basic technical support issues.
- Gathered pertinent details and assign tickets to the appropriate departments.
- Processed assigned service tickets. Processed access request forms received.
- Performed software installation on computers. Provided front line support for mobile devices
- Provided user awareness and education for IBC supported applications.
- Provided technical assistance for software upgrades.
- Assigned & distributed tickets to other Service Desk employees.

SCHOLASTICS

- High School Diploma in General Studies - 2014 (Estacado High School - Lubbock, TX)A.S. in Administration Of Justice/Transfer Program - January 2013(Clovis Center Community College - Clovis, CA)Diploma - (Man High School Man)