

# Robert Smith

## Technical Support

### **CONTACT DETAILS**

1737 Marshville Road,  
Alabama  
(123)-456-7899  
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[www.qwikresume.com](http://www.qwikresume.com)

### **PERSONAL STATEMENT**

Dedicated Tier 2 Technical Support motivated to maintain customer satisfaction and contribute to company success. Maintain strong working knowledge of supported systems and continually strive to enhance knowledge through ongoing training, reading, and participating in projects and improvement initiatives. A self-motivated, developed leader is seeking to secure a position in which my interpersonal communication and customer service skills will be fully utilized to greater office efficiency and productivity.

### **SKILLS**

Networking, Microsoft Office, Windows, Linux, Cisco IOS, TCP/IP, Windows Server, PC Repair, DOS, Vmware

### **WORK EXPERIENCE**

#### **Technical Support**

**ABC Corporation - August 2015 - Present**

##### *Responsibilities:*

- Answering inbound customer requests or inquiries concerning service, products, equipment and report problem areas.
- Working in one or multiple systems and utilize multiple screens to find information and solve problems.
- Triaging, troubleshooting and resolving the known service issues and address routine customer questions.
- Examining complex problems to assist customers with appropriate solutions.
- Answering inquiries by researching, locating, and providing information.
- Analyzing and diagnosing problems. Speaking to customers with empathy and an understanding of urgency.
- Using listening skills to ask probing questions, understand concerns, and overcome objections.

### **LANGUAGES**

English (Native)  
French (Professional)  
Spanish (Professional)

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

#### **Systems Administrator/Technical Support**

**ABC Corporation - June 2007 - August 2015**

##### *Responsibilities:*

- Consistently provided exceptional, pleasant and courteous service to all End Users.
- Provided 2nd level support for escalated workstation and mobile related issues and requests.
- Provided the day-to-day operational support for incidents, adds/moves/change for voice and video conferencing, and AV equipment and escalating when appropriate.
- Performed daily sweeps following defined procedures to ensure all conferencing equipment is functioning properly.
- Effectively questioned end users to collect information and understand the issues they are experiencing, and perform diagnostic procedures to isolate and resolve the issues.
- Interacted with end users in person, via telephone, e-mail, IM/chat, and social tools, to provide technical support
- This is Dummy Description data, Replace with job description relevant to your current role.

### **REFERENCES**

Reference - 1 (Company Name)  
Reference - 2 (Company Name)

## **Education**

High School Diploma - 2000(Dorchester County Career School -  
Summerville, SC)