

# Robert Smith

## Technical Support Supervisor

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### SUMMARY

Corporate Help Desk/Technical Support experienced working in fast-paced environments. Strong organizational, technical support, and interpersonal skills. Trustworthy, ethical, and discreet, Committed to superior customer service. Confident-oriented and resourceful in completing projects, able to multi-task effectively. Seeking an Information Technologies position in the Defense Industry or private sector, where my expertise in networking, hardware, and software help desk support will be both utilized and expanded upon while offering me opportunities for growth and advancement.

### SKILLS

Customer Service, Complaint Handling & Resolution, Call Center Operations, Customer Satisfaction Enhancement, Technical/User Support, & Troubleshooting/ Problem Solving

### WORK EXPERIENCE

#### Technical Support Supervisor

ABC Corporation - August 2016 - April 2018

- Answered incoming customer calls and provide assistance for registration, email creation, physical line signal testing, modem/filter set-up, plus email, browser, and modem troubleshooting.
- Handled customer requests for payments, activations, upgrades, and other services.
- Interacted and coordinated with other departments to resolve customer issues, interpret customer records and repair tickets.
- Kept information secure while developing and maintaining spreadsheets of recent and new att customers.
- Developed innovative ways to sell att products and services to customers.
- Provided seamless service for all customers requesting support by fielding every call eliminating the need to transfer assist field engineers, key stakeholders and end users with on-site and remote diagnostic procedures to isolate equipment malfunctions and determine corrective action required to restore equipment to proper operation.
- Provided technical assistance over the phone or in person for a wide variety of hardware, software and site-specific applications in an enterprise server-client environment.

#### Technical Support Team Member/Sales

ABC Corporation - December 2014 - April 2016

- Entered IT problem descriptions and troubleshoot the issue sufficiently to appropriately refer the problem to the correct IT support group.
- Managed hardware assets and track via asset management applications.
- Tracked issues using a central incident management application.
- Interpreted IT client Operating System or server system and product issues and provided resolution when possible.
- Installed and configured Windows 7/10, Office 2010 and 2016, and various office automation applications.
- Troubleshoot and repair Desktop/Laptop and thin client, printer, and mobile device hardware.
- Supported peripheral devices (Printers, Smartphones, Scanners etc.).

### EDUCATION

Bachelor's in Business Management - 2009 (Valencia College - Orlando, FL) Associate Of Arts -  
(Edmonds Community College - Lynnwood, WA) Certification - (Data Center Support)