

Technical Support Advisor

ROBERT SMITH

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Objective

Talented and well-rounded Computer Technician and USAF veteran seeking an IT or Security position supporting clients with exceptional work ethic and experience to assist with any situation.

Skills

Customer Service, Data Processing, Ability To Work On A Team, Problem Solving, Decision Making, Analyzation Of Quantitative Data, Organization, Communication.

Work Experience

Technical Support Advisor

Xerox - July 2015 - 2020

- Installed software, modified and repaired hardware and resolved technical issues.
- Managed call flow and responded to technical support needs of customers.
- Resolved customer issues in a clear, courteous and straightforward manner.
- Demonstrated professionalism and courtesy with customers at all times.
- Identified and solved technical issues with a variety of diagnostic tools.
- Resolved problems with malfunctioning products.
- Compiled and accurately entered electronic data.

Technical Support Advisor

Delta Corporation - 2013 - 2015

- Provided over-the-phone technical support for iOS, Mac OS, and iTunes software by Apple.
- Handling inbound and outbound calls in call center environment Listening attentively to the customers needs and concerns Researching, analyzing, and .
- Provide technical support for technology devices Assist with creating customer accounts Create repairs for devices Tracking orders and repairs for .
- Provide technical support for gaming systems Resolving customer issues Assisted with network issues Support with customer billing and account issue.
- Provided technical assistance and solutions to customers who were experiencing issues with Apple electronic products.
- Assisting customers who have technical issues with their devices Providing support to team members who have questions regarding company policy and .
- doing the following Analyzed and resolved technical issues of enterprise products over the phone.

Education

High School Diploma - (Garrard County High School - Lancaster, KY)