

ROBERT SMITH

Sr. Technical Support Advisor

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Hardworking, enthusiastic, responsible team worker, requiring minimal supervision. More than 5 years successful experience in customer service and support, also received awards for excellent customer service skills Recognized strengths in problem-solving and troubleshooting, sales staff support, and planning/implementing proactive procedures and systems to avoid problems in the first Sr. place.

CORE COMPETENCIES

Microsoft Programs, Dual Monitors, Mobile And Tablet Technology, Merchant And Business Analytics.

PROFESSIONAL EXPERIENCE

Sr. Technical Support Advisor

ABC Corporation - June 2013 – July 2015

Key Deliverables:

- Worked independently without in-person supervision, exercising multitasking skills as I managed multiple systems and applications.
- Utilized tools to provide accurate and consistent, responses to customer inquiries.
- Sold Apple Care and other services to customers.
- Suggestively sold products and/or services.
- Followed-up and escalated resolution actions related to unresolved issues.
- Troubleshoot and resolve email setup issues/ and phone issues that may have arouse.
- Utilized chat services using proprietary software to detect, troubleshoot, and correct issues.

Technical Support Advisor

Delta Corporation - 2009 – 2013

Key Deliverables:

- Handle all calls related to iOS devices; (iPad, iPhone & iPhone).
- Provide troubleshooting techniques to resolve a variety of issues, scheduling appointments, selling warranty agreements, & exceptions.
- Transferring to correct department and noting each case accurately.
- Checking the status of repairs, running diagnostic tests.
- Used customer service skills to assist customers in troubleshooting devices One of the top advisors in CSAT surveys Trained in soft skills, empathy .
- Provided technical and customer support for the clients customers with smartphones, tablets, music players, and digital content store.
- Also coached and mentored co-workers for technical skills development.

EDUCATION

2259 Oak Street, Old Forge, New York, 13420

© This [Free Resume Template](#) is the copyright of Qwikresume.com. [Usage Guidelines](#)

ROBERT SMITH

Sr. Technical Support Advisor

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

- Diploma - September 2004(Trade School - Newport News, VA)