Robert Smith

Associate Technical Support Advisor

CONTACT DETAILS

1737 Marshville Road, Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

PERSONAL STATEMENT

Experienced IT professional with 4+ years of experience in network environment seeking help desk position. Over 4 years of experience in maintenance, repair, installation, configuration and troubleshooting of Windows operating systems and computer hardware. Knowledgeable in call routing and case management processes as well as case logging systems.

WORK EXPERIENCE

Associate Technical Support Advisor
ABC Corporation -   June 2014 – May 2015

Responsibilities:

- Responsible for keeping up the reports that are sent to the Operations.
- Engaged customers with exceptional customer service and product .
- Provided troubleshooting solutions to customers via telephone for Up SmallBiz.
- Supported In-depth decision making and troubleshooting to provide .
- Received training in networking and computer troubleshooting over the course of a five week period.
- Provided exceptional customer service and displayed strong problem solving skills while providing prompt, diligent and courteous responses to customers questions and PC issues.
- Took 30+ calls a day in fast paced call center environment while multi-tasking.

Technical Support Advisor
Delta Corporation -   2011 – 2014

Responsibilities:

- High quality technical support advisor for popular handheld electronic devices.
- Document and classify technical issues and resolutions.
- Conducting troubleshooting from basic to more complex problems.
- Efficient and effective with time and problem solving.
- Collected customer feedback and made process changes to exceed customer satisfaction goals Provided accurate and appropriate information in response .
- Provided technical assistance and support to customers over the phone Read manuals and asked questions to customers to diagnose and resolve technical .
- Provided technical support for Apple Devices, Accounts, and services; Assisted with the sale and registration of Apple Products and Support .

Education

Computer science - (SACRAMENTO CITY COLLEGE - Sacramento, CA)

SKILLS

Social Media, Marketing.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)