

# MASON WILSON

## Technical Support Agent

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🌐 www.qwikresume.com



### PROFESSIONAL SUMMARY

Dedicated Technical Support Agent with 7 years of experience in delivering exceptional customer service and technical solutions. Proficient in diagnosing and resolving complex technical issues across hardware and software platforms. Proven ability to enhance customer satisfaction and streamline support processes while maintaining effective communication and relationship-building skills.

### WORK EXPERIENCE

#### Technical Support Agent

WidgetWorks Inc.

📅 May / 2021-Ongoing  
📍 Denver, CO

1. Managed account maintenance and problem resolution for merchants using first data networks in retail billing environments.
2. Clarified decline codes to assist merchants in completing transactions via web-based e-commerce solutions and POS devices.
3. Identified optimal solutions for urgent business requirements, ensuring minimal disruption.
4. Conducted identity verification for callers to authorize access to sensitive information.
5. Handled transaction amounts ranging from standard retail to high-value international currencies.
6. Investigated potential fraudulent transactions and escalated cases to appropriate authorities.
7. Maintained comprehensive records of calls to facilitate quick resolution of transaction-related issues.

#### Technical Support Agent

Summit Peak Industries

📅 May / 2018-May / 2021  
📍 Denver, CO

1. Collaborated with management to expedite customer service for all first data merchants.
2. Reported software bugs and suggested enhancements to minimize risks to business workflows.
3. Executed detailed troubleshooting of mobile devices with customers via phone.
4. Worked alongside team leaders to ensure superior customer satisfaction and exceed company goals.
5. Addressed individual customer calls to meet specific client needs effectively.
6. Provided step-by-step guidance to resolve issues with computers, printers, and network devices.

### EDUCATION

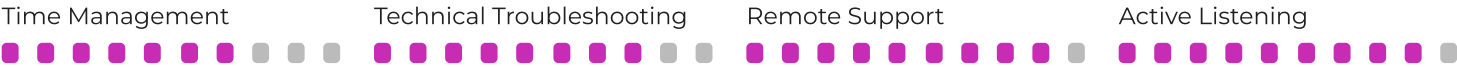
#### Bachelor of Science in Information Technology

University of California

📅 May / 2015-May / 2018  
📍 Toronto, ON

Focused on network administration, troubleshooting, and customer support technologies.

### SKILLS



### ACHIEVEMENTS

- ★ Resolved 95% of technical inquiries on the first call, enhancing customer satisfaction.
- ★ Spearheaded a project that reduced average response time by 30%, improving service efficiency.
- ★ Trained and mentored new team members, leading to a 20% increase in team performance metrics.