

JAMES CLARK

Technical Support Agent - Entry Level

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

💡 SKILLS

Customer Support Techniques



Software Installation



Networking Fundamentals



Technical Communication



Problem Resolution Skills



Customer Service



🎯 INTERESTS

🔧 DIY Projects ✂️ Crafting

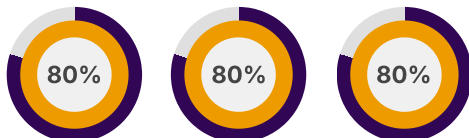
🧘 Meditation 🏛️ History

👊 STRENGTHS

🌿 Humility 💡 Innovation

👁️ Insightfulness ✅ Integrity

🗣️ LANGUAGES



English

Dutch

Spanish

🌟 ACHIEVEMENTS

🌟 Achieved a 95% customer satisfaction rating through effective problem resolution.

🌟 Reduced average call handling time by 20% by streamlining troubleshooting processes.

👤 PROFESSIONAL SUMMARY

Eager Technical Support Agent with 2 years of experience providing top-notch customer assistance and technical troubleshooting. Proficient in resolving hardware and software issues while maintaining high levels of customer satisfaction. Committed to leveraging strong problem-solving skills and effective communication to enhance user experience and support team objectives.

💻 WORK EXPERIENCE

Technical Support Agent - Entry Level

📅 May / 2024-Ongoing

Quantum Solutions LLC

📍 Phoenix, AZ

1. Provided technical support for Sony PlayStation products, ensuring customer satisfaction.
2. Efficiently troubleshooted modems and routers to enhance internet connectivity for users.
3. Maintained detailed logs of customer interactions for effective follow-up and support.
4. Educated customers on warranty options and service upgrades to improve service offerings.
5. Utilized various resources to resolve complex technical issues swiftly.
6. Engaged in continuous learning to stay current with evolving technologies.
7. Communicated effectively with customers to identify and address their technical needs.

Technical Support Agent

📅 May / 2023-May / 2024

Crescent Moon Design

📍 Portland, OR

1. Resolved customer issues quickly, enhancing overall service quality.
2. Employed diagnostic tools to identify technical problems with hardware and software.
3. Delivered support through automated call distribution systems and remote connections.
4. Processed customer inquiries efficiently, ensuring timely responses.
5. Collected and analyzed customer data to diagnose issues accurately.
6. Directed unresolved issues to appropriate technical teams for further assistance.

🎓 EDUCATION

Associate of Science in Computer Science

📅 May / 2022-May / 2023

Tech Valley Community College

📍 Phoenix, AZ

Focus on technical support and troubleshooting methodologies.