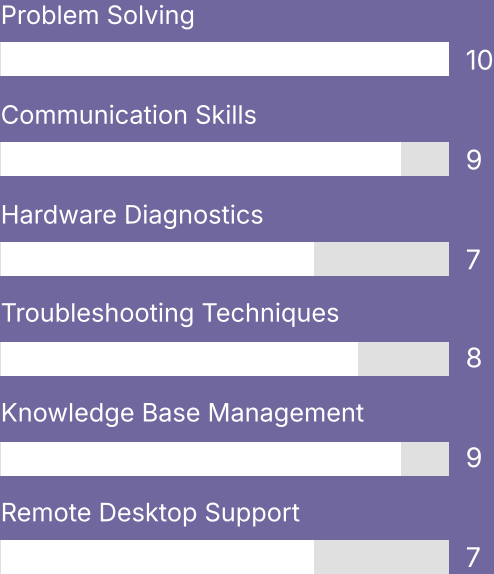




SKILLS



INTERESTS

- Surfing
- Martial Arts
- Community Service
- Blogging

STRENGTHS

- Patience
- Perseverance
- Planning
- Positivity

LANGUAGES



ACHIEVEMENTS

- Resolved over 95% of customer inquiries on the first call.
- Implemented a new tracking system that improved issue resolution time by 20%.

BENJAMIN LEE

Technical Support Agent

support@qwikresume.com (123) 456 7899 Los Angeles

www.qwikresume.com

PROFESSIONAL SUMMARY

Tech-savvy Technical Support Agent with 2 years of experience in troubleshooting and resolving technical issues. Skilled in delivering exceptional customer service and enhancing user satisfaction through effective communication. Passionate about leveraging technical knowledge to streamline support processes and improve client experiences.

WORK EXPERIENCE

Technical Support Agent May / 2024-Ongoing

Maple Leaf Consulting Toronto, ON

- Acted as the primary point of contact for customer inquiries, efficiently diagnosing and resolving issues for Verizon FiOS users.
- Engaged directly with clients via phone to troubleshoot and resolve phone, TV, and internet connectivity problems.
- Monitored network equipment performance and implemented remote software fixes or coordinated hardware replacements as necessary.
- Collaborated with management to schedule timely on-site service visits for complex repairs.
- Proactively engaged with customers, building rapport and ensuring they were informed throughout the resolution process.
- Educated clients on hardware installation and provided self-help solutions to enhance their experience.
- Recognized for successfully upselling products and services, contributing to overall sales growth.

Technical Support Agent May / 2023-May / 2024

Cactus Creek Solutions Phoenix, AZ

- Diagnosed and resolved operational issues within client computer systems to ensure optimal performance.
- Utilized company software tools to create new user accounts efficiently.
- Delivered exceptional customer service by addressing inquiries with professionalism and courtesy.
- Employed strong verbal communication and active listening skills to accurately assess and resolve customer needs.
- Navigated multiple systems and screens to provide timely solutions for customers.
- Demonstrated proficiency in navigating Windows environments and keyboarding skills.

EDUCATION

Associate of Applied Science in Information Technology May / 2022 - May / 2023

Tech University Denver, CO

Focused on technical support, networking, and customer service skills.