HARPER LEWIS
Technical Support Agent - Intermediate Level

✉ support@qwikresume.com
📞 (123) 456 7899
📍 Los Angeles
🌐 www.qwikresume.com

SKILLS

Microsoft Outlook Suite

Microsoft Word Processing

Microsoft Excel Data Analysis

Microsoft Powerpoint Presentation Skills

Windows Operating Systems

Hardware Troubleshooting

INTERESTS

✏ Birdwatching   🔭 Traveling
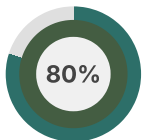
💼 Sports Coaching   🏆 Knitting
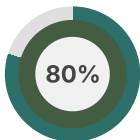
STRENGTHS

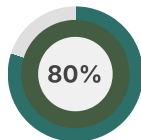🔨 Pragmatism   🍃 Sensitivity

♡ Sincerity   ⚓ Stability

LANGUAGES

80% English

80% Arabic

80% Spanish

ACHIEVEMENTS

- Resolved over 90% of technical issues on first contact, enhancing customer satisfaction.
- Streamlined support processes, reducing average resolution time by 30%.

PROFESSIONAL SUMMARY

Dedicated Technical Support Agent with over 3 years of experience in troubleshooting hardware and software issues. Proficient in providing exceptional customer service and technical assistance via phone, email, and chat. Strong problem-solving skills and a deep understanding of various operating systems and applications. Committed to ensuring customer satisfaction and enhancing user experience.

WORK EXPERIENCE

Technical Support Agent - Intermediate Level
📅 May / 2022-Ongoing

Seaside Innovations
📍 Santa Monica, CA

1. Provided technical support to customers, guiding them through the navigation of the company website and troubleshooting browsing issues.
2. Resolved payment and reservation modification issues, ensuring smooth transaction processes.
3. Assisted customers in selecting the best service packages to meet their needs.
4. Created new customer accounts using proprietary software tools.
5. Identified and advised on operational issues within client computer systems.
6. Developed a strong understanding of operating systems and applications related to offered services.
7. Trained clients on system usage and application functionalities, enhancing user proficiency.

Technical Support Agent
📅 May / 2020-May / 2022

Crescent Moon Design
📍 Portland, OR

1. Collaborated with customers and internal departments using tools like Cisco WebEx and Microsoft Live Meeting for effective communication.
2. Provided assistance with internet connectivity issues, ensuring seamless access for customers.
3. Troubleshot software and hardware problems, guiding customers through resolution processes.
4. Verified customer demographics and ensured accurate care and support.
5. Instructed customers on resolving their technical issues, enhancing their self-sufficiency.
6. Accurately documented all customer interactions in the client's databases.

EDUCATION

Bachelor of Science in Information Technology
📅 May / 2018 - May / 2020

University of Technology
📍 Chicago, IL

Focused on computer systems, networking, and technical support methodologies.