Robert Smith

Technical Support Technician/Representative

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SUMMARY

Thrive in a fast paced, high volume environment. Excellent communication and interpersonal skills. Builds rapport and relationships with clients, peers, and senior management.

SKILLS

Microsoft Office Suite, Web Design, Hardware.

WORK EXPERIENCE

Technical Support Technician/Representative

In8Solutions - January 2013 – 2019

- Troubleshoot clients PCs utilizing various software tools, techniques, and processes to investigate and resolve problems.
- Determine the proper solution to the problem and discuss with the client how theyd wish to handle it.
- Checking all peripherals to ensure proper connectivity to equipment, back up the system and obtaining all pertinent software keys and updates.
- Reload operating systems and proprietary programs.
- Install laptops, desktop computers, software, hardware and peripherals.
- Install and configure network printers and copier machines.
- Assist in maintaining daily backups of servers. Update all software and hardware including drivers.

Technical Support Technician

ABC Corporation - 2010 – 2013

- Contribute to the Agencys mission through direct and personal service to the public.
- As the first point of contact, I am responsible for speaking with inquirers in person or by telephone to provide information on SSA laws, rules and regulations in order to determine eligibility and entitlement for programs administered by SSA, and using state-of-the-art computer technology to access and update information about claims.
- Included Assist beneficiaries and inquirers by telephone and/or correspondence.
- Interview beneficiaries or their representatives to determine the nature of their problems or interests.
- Furnish information, advice or instruct about retirement, survivors, disability and Medicare insurance, the Black Lung Program and the supplemental security income for aged, blind and disabled program, to inquirers.
- Review and update Treasury and Medicare cases.
- Identify callers needs for social service and make referrals..

EDUCATION

Associate of Applied Science in Social Media Communication - (Austin Community College)

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