

Robert Smith

Lead Telecommunication Specialist

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

Customer Service,
Telecommunications
Specialist.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company
Name)
Reference - 2 (Company
Name)

PERSONAL STATEMENT

Obtain a career Telecommunication Specialist position where years of experience can be utilized in service operations, personnel management, strategic planning, retail, and quality assurance.

WORK EXPERIENCE

Lead Telecommunication Specialist

ABC Corporation - 2004 - 2012

Responsibilities:

- Prepared and presented briefings and reports to high-level personnel within Army, Defense Information Systems Agency (DISA) and other Department of Defense components.
- Received, evaluated, and processed all NETOPS and CND related inquires.
- Reviewed all NETOPS/CND type reports in order to assimilate and disseminate all relevant information to the Army Global NOSC customers in the most expeditious manner.
- Posted, updated, and maintained the AGNOSC NETCOP Portal.
- Provided advice, instructions, and technical assistance to the A2TOC Command Duty Officer, Theater NOSCs, Army units and DOD agencies in all NETOPS/CND related manners.
- Responsible for the actions necessary to secure and defend the Army's LandWarNet (LWN).
- Collects SITREPs, CCIRs, COMSPOTs, TCIRs, provides analysis and situational awareness on reportable issues.

Telecommunication Specialist

Delta Corporation - 2010 - 2014

Responsibilities:

- Give customers understanding of service Strong sales environment Evaluate records and credit history information Report feedback to supervisors daily.
- General Service) Customer service by assisting callers to the best of ability Processed incoming and outgoing calls for Saint Marys, Rochester.
- Marys office Help train new employees.
- self-employed, telecommunications in my home via internet, directed calls, timesharing membership service, service calls, warranty information.
- High call volume.
- Citrix software.
- Outside calling to residences, offering subscriptions to the newspaper.

Education

Certificate in American Red Cross CPR & First Aid - (Northern Virginia Community College Information Security Community College of the Air Force)