
TECHNICAL SUPPORT REPRESENTATIVE RESUME

Education:

To join a highly technical team as a Technical Support Representative and share my expertise in client support. My professional training and experience in the customer service field will be very helpful in providing quality service to multiple clients.

Education:

MA Arts and Communications, 2003
Campbell University

BS Computer Technology, 1999
Campbell University

Skills:

- Strong familiarity with wireless connectivity products
 - Strong knowledge in customer service
 - Ability to multitask
 - Ability to handle 3 clients at a time
 - Experience in working with 3 shifts
 - Effective communicator
 - Strong understanding of LAN technologies, IP addressing and sub netting
 - Knowledgeable in Routing concepts and RIP V1/V2, OSPF
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Professional Experience:

Technical Support Chat Representative, 2008-present
Concentrix, Alpine, CA

Responsibilities:

- Answered customers' queries from all over the world through chat mechanism.
 - Worked on the installation and troubleshooting of networking devices such as routers and adapters.
 - Escalated complex issues and concerns to the Escalation Department.
 - Ensured that all issues are attended to immediately and courteously.

 - Technical Support Voice Representative, 2004-2008
 - Convergys, Alpine, CA
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Responsibilities:

- Supported and provided service to customers' technical requirements.
 - Provided detailed guidelines on the procedures and actions to take involving complex customer issues.
 - Documented and monitored live conversations of representatives and clients and reported any discrepancies and divergences.

 - Technical Support Representative I, 2003-2004
 - Call 24, Alpine, CA
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 - Technical Support Voice Representative, 2004-2008
 - Convergys, Alpine, CA
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Certifications and Affiliations:

Certificate in Employee of the Year 2005
Association of Certified Technical Support Representatives

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