
Call Center Technical Support Resume

Job Objective

Seeking a position as Call Center Technical Support in a reputed organization where I can utilize my knowledge and experience.

Summary of Qualifications:

- Hands on experience in providing excellent customer service support
 - Proficient in operating systems, basic internet navigation, hardware components, software, networking components (video, data, voice), peripherals and email applications
 - Exceptional ability to effectively present technical information clearly and concisely
 - Immense ability to listen and respond while keying into automated system
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Work Experience:

Call Center Technical Support, August 2005 – Present
Transaction Data Systems, Inc., Santa Rosa, CA

- Responded to incoming inquiries, customer questions and resolved problems to standardized procedures while maintaining a courteous manner.
 - Gathered information and asked questions to determine source of problems and customer needs.
 - Logged on and off customer care system and accessed account files.
 - Used computer keyboard to enter alpha-numeric data into automated system.
 - Recorded all customer and issue related information in the proper database.
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Education:

Bachelor's Degree in Computer Science, Washington & Lee University, Virginia, VA

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