
CUSTOMER SUPPORT ENGINEER RESUME

Education:

To join a highly technical team as a customer 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
 - Networking skills
 - Knowledgeable in Voice Networking Call Manager
 - Hands-on experience on routers, switches, and security devices
 - Strong knowledge in VOIP, Call Center Skills, and Data Networking Routing
 - Great communication skills, Effective translator
 - Flexible worker: ability to work on different shifts, ability to produce good results under pressure
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Professional Experience:

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

Responsibilities:

- Designed and maintained software engineering activities.
 - Provided technical support to external and internal clients.
 - Attended to 3-4 clients at a time through chat mechanism.
 - Reported to Team Captain unresolved issues.
 - Maintained Key Performance Index by promptly responding to clients regarding faulty equipments or software.

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

- Proposes strategies to produce major profitability and reduce problems.
 - Managed equal distribution of workforce in 3 different shifts.
 - Provided phone technical support to system administrators using VOIP.
 - Repaired, diagnosed and debugged complex hardware products.

 - 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 Customer Support Representatives

Certificate in VOIP Handling and Operation

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