
Online Customer Support Resume

Job Objective

Seeking a position as Online Customer Support in an organization where I can apply my experience and efficiently contribute to the company's growth.

Summary of Qualifications:

- Remarkable technical customer service experience in the Internet space
 - In-depth knowledge of the Internet, email, MS Office and Windows
 - Proficient with Internet and Web and online applications
 - Excellent verbal and written communication skills with proven skills in e-mail support
 - Excellent technical, analytical and problem solving skills
 - Excellent time management skills and the ability to handle multiple projects simultaneously
 - Pleasant personality and the ability to assist the customers patiently
 - Proven ability to learn quickly and share knowledge appropriately
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Work Experience:

Online Customer Support, August 2005 – Present
Wesbanco, Carlsbad, CA

- Administered effectively all Customer Service objectives and service level agreements.
- Tracked and documented all customer inquiries and resolutions.
- Escalated customer queries and issue to the Tier 2 product and technical support teams.
- Diagnosed, troubleshoot and resolved e-mail inquiries.
- Ensured that all interactions with customers are resolved in a prompt, professional and personable manner.

Online Customer Support, May 2000 – July 2005
Information Express, Carlsbad, CA

- Troubleshoot, analyzed and provided solution for all technical queries.
 - Supervised and monitored customer's order and account.
 - Responded promptly to all product and service inquiries.
 - Tracked all the customer reported cases and responded accordingly.
 - Utilized the case assignment rules to automate case routing process.
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Education:

Bachelor's Degree in Computer Science, Cincinnati Christian University, Ohio, OH

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