JACKY SMITH

Technical Phone Support ORLANDO, FL, 32804, UNITED STATES | 890-555-0401

DETAILS

143 Main Ave, Orlando, FL, 32804,
United States
890-555-0401
email@example.com

DATE / PLACE OF BIRTH
05/10/1983
Orlando, FL

NATIONALITY
USA

DRIVING LICENSE
Full

SKILLS

Remote Access
Remedy Ticketing System
Heat Ticketing System
Active Directory
Customer Support

PROFILE

Personable and professional Technical Phone Support Specialist with 6 years of professional experience supporting internal end uers.

EMPLOYMENT HISTORY

Technical Phone Support Specialist at Humana, New York, New York

January 2015 – Present

Humana is an American health insurance organization. As a Technical Phone Support Specialist, I support over 500 internal end users located in multiple geographic locations. My core activities include:

- Working with internal employees to identify computer problems and advising on the solution
- Logging and keeping records of employee queries in Remedy
- Analyzing call logs to spot common trends and underlying problems
- Updating self-help documents so employees can try to fix problems themselves

Technical Phone Support Specialist at Fidelity National Financial, New York, New York

January 2013 – January 2015

Fidelity National Financial, a Fortune 500 company, is the United States' largest provider of commercial and residential mortgage and diversified services. As a Technical Phone Support Specialist, I was responsible for supporting over 1k internal end users in New York City. My core activities included:

- Walking customers through the process of installing software on their machines
- Helping customers troubleshoot issues they encounter while using software and providing actionable tips to resolve the problem
- Sending technical documentation to customers who have lost or misplaced theirs
- Escalating difficult cases to a senior analyst or support tech

Technical Phone Support Specialist at JP Morgan, New York, New York

July 2009 – January 2013

JP Morgan is an American multinational banking and financial services holding company headquartered in New York City. As a Technical Phone Support Specialist, I supported 700 internal end users located in New York. My core activities included:

- Assuming remote control over employees' computers to resolve problems
- Making hardware recommendations
- Logging all issues and conversations in Remedy
- Deploying desktop technicians if the issues could not be resolved over the phone

EDUCATION

New York Community College, New York

January 2013

Degree: Associate's Degree