



Jacky Smith

Technical Phone Support

Info

Address

143 Main Ave, Orlando,
FL, 32804, United States

Phone

890-555-0401

Email

email@example.com

Date / Place of birth

05/10/1983
Orlando, FL

Driving license

Full

Nationality

USA

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 users.

Employment history

Technical Phone Support Specialist, Humana

Jan 2015 – Present 📍 New York, New York

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, Fidelity National Financial

Jan 2013 – Jan 2015 📍 New York, New York

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, JP Morgan

Jul 2009 – Jan 2013 📍 New York, New York

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, Associate's Degree

Jan 2013  New York