

Jacky Smith

Technical Phone Support



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NATIONALITY	USA	DRIVING LICENSE	Full

Profile

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

Employment history

Jan 2015 – Present

[NEW YORK, NEW YORK](#)

Technical Phone Support Specialist

Humana

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

Jan 2013 – Jan 2015

[NEW YORK, NEW YORK](#)

Technical Phone Support Specialist

Fidelity National Financial

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

Jul 2009 – Jan 2013

[NEW YORK, NEW YORK](#)

Technical Phone Support Specialist

JP Morgan

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

Jan 2013
NEW YORK

New York Community College
Associate's Degree

Skills

Remote Access

Heat Ticketing System

Customer Support

Remedy Ticketing System

Active Directory