

Jacky Smith



Technical Phone Support

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Email	email@example.com	Date / Place of birth	05/10/1983 / Orlando, FL
Nationality	USA	Driving license	Full

01 PROFILE

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

02 EMPLOYMENT HISTORY

01/2015 – Present

Technical Phone Support Specialist at Humana

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

01/2013 – 01/2015

Technical Phone Support Specialist at Fidelity National Financial

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

07/2009 – 01/2013

Technical Phone Support Specialist at JP Morgan

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

03 EDUCATION

01/2013

New York Community College

New York

Associate's Degree

04 SKILLS

Remote Access

Remedy Ticketing System

Heat Ticketing System

Active Directory

Customer Support