



# Jacky Smith

## Technical Phone Support

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**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

Jan 2015 – Present

New York, New York

#### Technical Phone Support Specialist at 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 at 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

#### 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

Jan 2013

New York

#### **New York Community College**

Associate's Degree

### 04 SKILLS

Remote Access

Heat Ticketing System

Customer Support

Remedy Ticketing System

Active Directory