**XXXX XXXX**

XXXX, Vilonia, AR 72173 - XXX-XXXX-XXX XXX-XXXX-XXX (C) - XXXX@XXXX.XXX

**Career Overview**

Technical support professional with extensive IT background. Enjoys troubleshooting to find solutions to technical issues.

**Qualifications**

|  |  |
| --- | --- |
| * Troubleshooting proficiency * Technical help desk experience * Knowledge of Product Lifecycle Management (PLM) * Advanced knowledge of diagnostic techniques * Technical writing | * Comptia A+ Certified * HP CTM Certified * MS Office proficiency |

**Work Experience**

Hewlett Packard August 2012 to January 1753

**Technical Account Manager**  
Conway, AR

Product consultant for Corning University and Microsoft U-Crew

Provide efficient support to have products repaired

Provide recommendations of products

Provide proficient technical support

ATT September 2009 to April 2010

**Technical Support**  
Little Rock, AR

Provide support to customers calling regarding questions about wireless bill

Provide extensive support for customer have technical problems with device

Filling trouble tickets to engineering team regarding network issues

Target Distribution Center August 2008 to April 2009

**Warehouse Worker**  
Maumelle, AR

Unload freight from trailers and prep to be stored in the warehouse.

Move freight throughout the warehouse base on orders

Load freight onto trailers with efficiency

Maintain a fast working pace will being proficient

Hewlett Packard April 2010 to January 1753

**Advanced Support Group**  
Conway, AR

Lead the FFC program for premium line notebooks

Contact customers that meet requirements of the program

Keep accurate records of products captured and replacements

Assist customers with moving data from defective unit to the replacement unit

Provide analysis of units captured and failed captured attempts

Manage a shift of agents providing support to premium support

Assisting with enhancing the concierge experience for premium customers

Write technical documents to assist agents with troubleshooting

Repair units that are used a floor models

Provide support to Category Support Team

ICT October 2005 to August 2008

**Customer Service Rep**  
Maumelle, AR

Provide customer support for various company's: Washington Mutual, Barclays, Wells Fargo/

Maintain a high level up customer satisfaction

Meet and exceed expectations and goals

Provide support to agents assisting customers

**Education and Training**

**University of Central Arkansas**2008**Bachelor of Science**: **Health Education**Conway, AR, United States

**West Memphis High School**2004**High School Diploma**: **General**West Memphis, AR, United States