



HANNAH ROBERTS

PROFILE

Dedicated technical support professional with nine years of experience. Seeking to leverage skills in customer relations to attain a product sales position. Recognized for ability to find creative solutions and communicate complex instructions in a user-friendly manner. Adept with CRM software.

CONTACT ME



(123) 456-7890



email@example.com



City, State
Abbreviation ZIP code

CERTIFICATIONS

CompTIA A+ certification, 2016

PROFESSIONAL EXPERIENCE

Technical Support Manager, Summit Technology, Reno, NV
October 2022 – present

Technical Support Specialist, Northern Lights Software, Reno, NV
January 2020 – April 2022

Technical Support Representative, Apex Networking Solutions, Austin, TX
March 2014 – November 2018

EDUCATION

Bachelor of Science (B.S.) Computer Science,
The University of Texas at Austin, Austin, TX
September 2010 – January 2014

SKILLS

CUSTOMER SERVICE

- Achieved a 97% customer satisfaction survey rating and helped retain loyal customers with timely solutions
- Educated new users with product demonstrations and translated complex technology concepts into accessible language
- Implemented conflict resolution techniques and exhibited empathy to diffuse customer frustrations in a timely manner

VERBAL AND WRITTEN COMMUNICATIONS

- Coordinated with IT team to develop online knowledge base and FAQs for recurring issues that resulted in a 25% faster issue resolution time
- Hosted live webinar training to end-users for new product launches
- Provided status updates to customers waiting on escalated issues

TECHNICAL KNOWLEDGE

- Diagnosed and troubleshoot hardware and software issues
- Logged customer support interactions and ran weekly team reports
- Performed Root-cause analysis to discover unknown technical issues