HANNAH ROBERTS

# PROFESSIONAL EXPERIENCE

### Technical Support Manager, Summit Technology, Reno, NV

*October 2022 – present*


# 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

### 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 troubleshot hardware and software issues Logged customer support interactions and ran weekly

team reports

Performed Root-cause analysis to discover unknown technical issues