

Hannah Roberts

(123) 456-7890 • City, State Abbreviation zip code • email@example.com • LinkedIn | Portfolio

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.

PROFESSIONAL EXPERIENCE

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| 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 |
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KEY 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
 - **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.
 - **VERBAL AND WRITTEN COMMUNICATIONS**
 - Coordinated with the 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.
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EDUCATION

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

CERTIFICATIONS

- CompTIA A+ certification, 2016