

Jason Lewis

Technical Support Customer Service Representative

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Tech-Savvy Customer Support Specialist With Troubleshooting Expertise

Customer service professional with four years of experience providing technical support for software and hardware issues. Adept at diagnosing problems, educating users, and ensuring quick resolutions.

Professional Experience

Technical Support Specialist

XYZ Tech Solutions | City, ST

June 2021 - Present

- Resolved an average of 50+ technical support tickets daily, reducing issue resolution times by 30%
- Created user guides and FAQs, decreasing repeat inquiries by 25%
- Assisted customers via phone, chat, and email, improving satisfaction scores to 95%

IT Help Desk Associate

ABC Software Inc. | City, ST

May 2019 - June 2021

- Diagnosed and resolved software installation issues for end-users
- Provided training on common troubleshooting techniques, decreasing service requests by 20%
- Maintained accurate records in the IT support ticketing system

Key Skills

Troubleshooting and diagnostics



Ticketing systems (Zendesk, ServiceNow)



Hardware and software support



Remote assistance and live chat



User training and documentation



Education

University of Arizona | May 2019

Bachelor of Science in Information Technology

