

## David Mathew

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**OBJECTIVE:** Interested in the position of a Senoir technical customer support agent with a reputed call center.

### EXPERIENCE:

#### GPL Call Center

**New York**

*Senior Technical Customer Support Representative*

3/3/2009 to Present

- Handled complaints or escalations for customers whose queries were not resolved by tier one agents.
- Assisted customers with complex troubleshooting steps.
- Provided effective and consistent technical support to customers who called into the call center.
- Researched technical solutions in regards with customer queries.
- Obtained and examined all relevant information in order to assess validity of complaints and to determine possible causes, such as software or hard ware issues.
- Kept records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
- Recommended improvements in products, packaging, shipping, service, and billing methods and procedures in order to prevent future problems.
- Contacted customers in order to respond to inquiries and to notify them of claim investigation results and any planned adjustments.
- Carried out investigations in regards with billing disputes.

#### GPL Call Center

**New York**

*Technical Customer Support Agent*

3/3/2007 to 3/3/2009

- Checked to ensure that appropriate changes were made to resolve customers' problems.
- Provided effective and consistent technical support to customers who called into the call center.
- Researched technical solutions in regards with customer queries.
- Obtained and examined all relevant information in order to assess validity of complaints and to determine possible causes, such as software or hard ware issues.
- Kept records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
- Recommended improvements in products, packaging, shipping, service, and billing methods and procedures in order to prevent future problems.
- Contacted customers in order to respond to inquiries and to notify them of claim investigation results and any planned adjustments.
- Resolved customers' service and billing complaints by performing activities such as

