

## David Mathew

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**Objective:** Interested in the position of a Senior 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 hardware 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 hardware 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 exchanging merchandise, refunding money, and adjusting bills.
  - Ordered tests that determined the causes of product malfunctions.
  - Compared disputed merchandise with original requisitions and information from invoices, and prepared invoices for returned goods.
  - Solicited sale of new and additional services and products.
  - Referred unresolved customer grievances to designated departments for further investigation.
  - Determined charges for services requested, collected deposits and payments, and arranged for billing.
  - Completed contract forms, prepared change of address records, and issued service discontinuance orders, using computers.
  - Conferred with customers by telephone and in person in order to provide information about products and services, to take orders and cancel accounts, and to obtain details of complaints.

**Education:**

State University of New York  
**Bachelors in Science**

New York  
2009

**Certifications:**

Microsoft Certified Professional  
Microsoft Certified Systems Administrator  
Cisco Certified Network Associate

**References:** Available upon request