

Mina Sayed

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A Technical Support Specialist with five years of experience specializing in information technology, customer service, communication, and software configuration. A proven track record of interfacing with diverse clients to resolve complex software defects and technical issues.

Education

Bachelor of Science (B.S.)
Information Technology
University of Miami, Miami, FL
September 2013 - May 2017

Key Skills

- Information Technology
- Technical Support
- Root-Cause Analysis
- Customer Service
- Hardware Configuration

Professional Experience

Technical Support Specialist

Apple, Miami, FL | October 2019 – Present

- Provide technical support to 30+ customers per day for Apple devices and products, translated complex technology concepts into accessible language, and deliver guidance to customers to deliver timely resolutions and ensure satisfaction
- Coordinate with the Training Manager to implement a new training program for 100+ representatives and support the development of new curriculum
- Deliver support to team members to identify appropriate solutions for issues using the company knowledge base, resulting in a 5% reduction in escalations

Technical Support Representative

Samsung, Miami, FL | May 2017 – October 2019

- Fielded and resolved over 25+ technical issues per day related to Samsung mobile devices, supported customers retrieving lost data, and delivered step-by-step instructions to configure new phones and ensure optimal performance
- Achieved customer service ratings of 93% by utilizing conflict resolution techniques to calm frustrated customers quickly and efficiently