

[Full Name]

[City, State] | [Email Address] | [Phone Number]
[LinkedIn URL]

PROFESSIONAL SUMMARY

Frontline Support Specialist with [X]+ years of experience delivering technical assistance and customer support in fast-paced environments. Skilled in problem-solving, troubleshooting, and providing exceptional service to ensure user satisfaction.

CORE COMPETENCIES

Technical Troubleshooting
Customer Communication
Ticketing Systems
Remote Desktop Support
Issue Escalation
Knowledge Base Management
Software Installation
Incident Documentation
SLA Adherence

PROFESSIONAL EXPERIENCE

Frontline Support Specialist

[Company Name], [City, State] | [Month Year] – Present

- Respond to user queries via email, chat, and phone, resolving technical issues promptly.
- Diagnose hardware and software problems, guiding users through troubleshooting steps.
- Document user interactions and solutions in ticketing systems.
- Collaborate with Tier 2/3 specialists to escalate unresolved issues.

Support Representative

[Previous Company Name], [City, State] | [Month Year] – [Month Year]

- Assisted users with product installations and configuration.
- Maintained a customer satisfaction rating above [xx].
- Contributed to the creation and update of internal knowledge base articles.

EDUCATION

[Degree Title], [Institution Name] – [Graduation Year]

CERTIFICATIONS

[Certification Name], [Issuing Organization], [Year]