

[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]