



Reeves
FilsAime

TECHNICAL SUPPORT ANALYST



(754) 215-5058



filsaimreeves@yahoo.com



Lauderdale Lakes, FL 33319



[LinkedIn](#)

SKILLS

7 / 10

Microsoft Office

8 / 10

Inventory Control

9 / 10

Technical Support

10 / 10

Operating Systems (MAC OS, Windows)

6 / 10

Android, iOS

EDUCATION

High School Diploma

Lauderhill High School

2011 to 2014

Graduated

SUMMARY

Possess 5+ years of experience in the technical support and customer service expertise. Self-taught ethical hacker and an innovative thinker.

EXPERIENCE

Apple Technical Support

Teleperformance

2018 - 2019

- Keep records of all conversations in our call center database in a comprehensible way
- Managing large amounts of inbound and outbound calls in a timely manner.
- Apple tech support answering incoming calls helping customer with iOS and iCloud accounts.

Security Officer

Allied Universal Security Services, Systems and Solutions

2018 - 2018

- Maintains organization's stability and reputation by complying with legal requirements.
- Prevents losses and damage by reporting irregularities; informing violators of policy and procedures; restraining trespassers.

Assistant Maintenance Manager

The Emerald Building Apartments

2015 - 2018

- Ensure health and safety policies are complied with.
- Monitor expenses and control the budget for maintenance
- Oversee equipment stock and place orders for new supplies when necessary.