

JASON ETIENNE

TECH SUPPORT SPECIALIST

Fort Lauderdale, FL 33334

(754) 215-9966

jasonetienne18@gmail.com

SUMMARY

Possess 7+ years of experience in technical support level I and II regarding closing tickets and solving customer-related issues with the average turnaround time of 15 minutes. Skilled in customer service, technical support, and managing customer accounts.

EDUCATION

Florida Career College
Lauderdale Lakes, FL 33319

HVAC Technician Certificate
March 2017-June 2017
Some coursework completed.

KEY SKILLS

Technical Support
Customer Service
Troubleshooting
Mobile Electronics
Customer Support

SOCIAL MEDIA

[Jason Etienne's LinkedIn](#)

EXPERIENCE

2020 - 2020

Customer Service Representative • Randstad

2019 - 2019

Production Worker/Assembler • JBS

2017 - 2018

*Customer Service Representative • Inktel Contact
Center Solutions*

2017 - 2017

*Customer Service Representative • Global
Response*

2015 - 2016

Technical Support Specialist • Teleperformance

2014 - 2015

Wireless Sales Consultant • Sam's Club

2013 - 2014

Sales Associate • RadioShack

Summary of Responsibilities:

- *Open and maintain customer accounts by recording account information.*
- *Open and manage trouble ticket system for issues, Voice, Data & Video Network.*
- *Ability to analyze and diagnose technical problems utilizing documentation, tools, and knowledge database.*
- *Troubleshoot and investigate field problems – formulate and/or assist customers with technical phone issues.*