

# DANIEL LOPEZ

Technical support customer service representative



## CONTACT



(123) 456-7890



email@example.com



City, ST

## KEY SKILLS

- Software troubleshooting
- Hardware diagnostics
- Technical product training
- Knowledge base development
- CRM systems (e.g., Zendesk, HubSpot)

## ABOUT ME

**Customer Service Specialist With Expertise in Technical Troubleshooting**  
Detail-oriented professional with five years of experience in providing technical support for software and hardware products. Adept at resolving complex issues and delivering high-quality service to improve user satisfaction.

## PROFESSIONAL EXPERIENCE

### Technical Support Representative

TechFix Inc., City, ST | January 2019 - Present

- Resolved 300+ monthly technical issues for users, achieving a 98% first-contact resolution rate
- Developed a knowledge base that reduced repetitive inquiries by 25%
- Conducted virtual training sessions for new product users, increasing adoption rates by 20%

### Help Desk Associate

IT Solutions Co., City, ST | March 2017 - January 2019

- Diagnosed and resolved hardware issues for 50+ devices weekly, reducing downtime by 30%
- Provided tier-one technical support for software applications, escalating only 5% of cases
- Assisted in rolling out system updates for 1,000+ users, ensuring minimal disruption

## EDUCATION

Bachelor of Science in Information Technology

Tech University, City, ST | December 2016