

Thomas P. McKee
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(417) 812-6313

Objective: Technical Support Representative

Summary: Creative, resourceful and flexible, able to adapt to changing priorities and maintain a positive attitude and strong work ethic

Experience:

Apex (Temp Agency)

Expedia, Inc. Lodging Support Services

2016-2016

Springfield, MO

Accomplishments

- Provided Credit Card Support to Hotels
- Assisted Hotels with Guest Relocations
- Maintained a 100% Satisfaction Rating

Apple Inc.

AppleCare Senior Advisor

2015-2016

Cupertino, CA (work from home)

Accomplishments

- Provided technical support to apple customers
- Worked with all the apple products
- Had 96% first call resolution

Support.com

***Remote Technical Support Representative
home)***

2013-2015

Redwood City, CA (work from

Accomplishments

- Provided technical support to Comcast Internet Customers
- Worked with Windows and Apple products
- Had 97% First Call Resolution

Chase Credit Card Services

Financial Services Representative

2011-2013

Springfield, MO

Accomplishments

- Provided World Class Customer Service
- Worked with United Elite Customers
- Worked with Card Members who spend 500,000+

Fusion Internet Group
Webmaster and IT Manager

1996-2011
Springfield, MO

Accomplishments

- Webmaster
- Network Installer and Troubleshooter
- Computer Builder
- Worked with Apple, Linux and Microsoft products
- Assets Management
- Customer Service Representative

Teletech Holdings
Webmaster and IT Manager

2008-2008
Springfield, MO

Accomplishments

- Provided Technical Support to HP laptop customers
- Customer service representative

Education

Pinnacle Career Institute (Formally Electronics Institute)
Associates – 1996-1998

- Major: Electronics and Information Technology
- Courses included business math, marketing, communications, and human relations, as well as computer repair and forensics.

Skills

- I can deliver service and support to end-users using and operating automated call distribution phone software, via remote connection or over the Internet
- Gather customer's information and determine the issue by evaluating and analyzing the symptoms
- Diagnose and resolve technical hardware and software issues involving internet connectivity, email clients, IPTV, VOIP and more
- Follow standard processes and procedures
- Offer alternative solutions where appropriate with the objective of retaining customers' and clients' business
- Follow up and make scheduled call-backs to customers where necessary